# AVG Anti-Virus Business Edition 2011

## User Manual

**Document revision 2011.08 (12.5.2011)**

Copyright AVG Technologies CZ, s.r.o. All rights reserved.
All other trademarks are the property of their respective owners.

This product uses RSA Data Security, Inc. MD5 Message-Digest Algorithm, Copyright (C) 1991-2, RSA Data Security, Inc. Created 1991.
This product uses code from C-SaCzech library, Copyright (c) 1996-2001 Jaromir Dolecek <dolecek@ics.muni.cz>
This product uses compression library zlib, Copyright (c) 1995-2002 Jean-loup Gailly and Mark Adler.

# Contents


**1. Introduction ..... 8**

1.1 AVG Anti-Virus Business Edition 2011 scheme ..... 8
1.2 Key features and functions ..... 9
1.3 Operating Systems Supported ..... 10
1.4 Minimum Hardware Requirements ..... 11
1.5 Recommended Hardware Requirements ..... 12
1.6 Network Requirements ..... 12
*1.6.1 Ports to be allowed on stations ..... 12*
*1.6.2 Ports to be Allowed for Remote Administration ..... 12*
1.7 Migrating Stations From Previous Version ..... 14

**2. AVG Anti-Virus Business Edition 2011 Installation ..... 15**

2.1 Components Overview ..... 15
*2.1.1 AVG Admin Server Deployment Wizard ..... 15*
*2.1.2 AVG Network Installer ..... 15*
*2.1.3 AVG Admin Console ..... 15*
*2.1.4 AVG Admin Lite ..... 15*
*2.1.5 AVG Admin Server ..... 15*
*2.1.6 Server roles ..... 15*
2.2 Where to Install and Deploy ..... 16
2.3 Welcome Dialog ..... 17
2.4 License Activation ..... 18
2.5 Installation Type ..... 18
2.6 Custom Options ..... 20
2.7 Installation Complete ..... 20

**3. AVG Admin Deployment Wizard ..... 22**

3.1 Introduction ..... 22
3.2 Deploying multiple UpdateProxy roles ..... 23
3.3 Role Selection ..... 23
3.4 DataCenter Role ..... 24
3.5 DataCenter Role - First Deployment ..... 24
3.6 DataCenter Role - Repeated Deployment ..... 26
3.7 DataCenter Role - Databases Overview ..... 30
*3.7.1 Firebird ..... 30*
*3.7.2 MS SQL Server Express Edition ..... 30*


AVG Anti-Virus Business Edition 2011 © 2011 Copyright AVG Technologies CZ, s.r.o. All rights reserved. 

*3.7.3 MS SQL Server* ..... *30*
*3.7.4 Oracle* ..... *30*
*3.7.5 MySQL 5* ..... *30*
3.8 DataCenter Role - Data Import ..... 35
3.9 DataCenter Role - Server Access ..... 36
3.10 UpdateProxy Role ..... 37
*3.10.1 Update Servers* ..... *37*
3.11 Configuration Overview ..... 41

**4. AVG Network Installer Wizard Basic Mode ..... 43**

4.1 Remote Installation on Windows XP Home ..... 43
4.2 Recommendations for Components ..... 43
4.3 Welcome ..... 44
4.4 Installation Method ..... 45
4.5 Remote Network Installation ..... 46
*4.5.1 All Stations from the Domain* ..... *46*
*4.5.2 Enter an IP Range* ..... *46*
*4.5.3 Import Stations from File* ..... *46*
*4.5.4 Select a Single Station* ..... *46*
*4.5.5 Select from Active Directory* ..... *46*
4.6 Remote network installation - final steps ..... 57
4.7 Creation of AVG Installation Script ..... 59

**5. AVG Network Installer Wizard Advanced Mode ..... 65**

5.1 Welcome ..... 66
5.2 Installation Method ..... 67
5.3 Remote Network Installation ..... 68
*5.3.1 All Stations from the Domain* ..... *68*
*5.3.2 Enter an IP Range* ..... *68*
*5.3.3 Import Stations from File* ..... *68*
*5.3.4 Select a Single Station* ..... *68*
*5.3.5 Select from Active Directory* ..... *68*
5.4 Remote network installation - final steps ..... 82
5.5 Creation of AVG Installation Script ..... 84

**6. AVG Admin Console ..... 93**

6.1 What is AVG Admin Console ..... 93
6.2 AVG Admin Console Interface Overview ..... 95
*6.2.1 Upper Main Menu* ..... *95*

*6.2.2 Navigation Tree* ..... *95*
*6.2.3 Records Section* ..... *95*
*6.2.4 Status Panel* ..... *95*
*6.2.5 Quick Help Panel* ..... *95*
*6.2.6 Filter Panel* ..... *95*
*6.2.7 The Latest Versions* ..... *95*
6.3 Synchronization Process ..... 108
*6.3.1 Station Settings Synchronization* ..... *108*
*6.3.2 Scan Results Synchronization* ..... *108*
*6.3.3 Station Components States Synchronization* ..... *108*
6.4 Stations ..... 109
*6.4.1 Non-Compliant Stations* ..... *109*
*6.4.2 Stations with AVG Firewall* ..... *109*
*6.4.3 New Stations* ..... *109*
*6.4.4 Filtering* ..... *109*
6.5 Servers ..... 113
*6.5.1 AVG Admin servers* ..... *113*
*6.5.2 Application Servers* ..... *113*
*6.5.3 Filtering* ..... *113*
6.6 Scan results ..... 118
*6.6.1 Filtering* ..... *118*
6.7 Events ..... 121
*6.7.1 Filtering* ..... *121*
6.8 Notifications ..... 122
*6.8.1 Condition Tab* ..... *122*
*6.8.2 Message Tab* ..... *122*
6.9 Graphic Reports ..... 126
*6.9.1 Report Templates* ..... *126*
*6.9.2 Report Schedules* ..... *126*
*6.9.3 Generated Reports* ..... *126*
*6.9.4 Filtering* ..... *126*
6.10 Licenses ..... 135
*6.10.1 Shared Settings* ..... *135*
*6.10.2 Stations* ..... *135*
6.11 Pending Requests ..... 136
*6.11.1 Filtering* ..... *136*
6.12 Network Installer ..... 137
*6.12.1 Network Scanning* ..... *137*

*6.12.2 Remote Network Installation* ..... 137

**7. AVG Admin Server** ..... **161**

**8. AVG Admin Lite** ..... **162**

8.1 AVG Admin Deployment Wizard Lite ..... 162

*8.1.1 Configuration Overview* ..... 162

*8.1.2 Completion* ..... 162

8.2 AVG Network Installer Wizard Lite ..... 165

*8.2.1 Installation Settings* ..... 165

*8.2.2 Creation of AVG Installation Script* ..... 165

*8.2.3 Completion* ..... 165

**9. AVG Settings Manager** ..... **170**

**10. Configuration** ..... **173**

10.1 Shared Settings for Stations/Groups ..... 173

*10.1.1 General control and priority levels* ..... 173

*10.1.2 Alert Manager settings* ..... 173

*10.1.3 Remote Administration* ..... 173

*10.1.4 Allowed Actions* ..... 173

*10.1.5 License* ..... 173

*10.1.6 Configuration copying* ..... 173

*10.1.7 Scheduled Scans* ..... 173

*10.1.8 Moving values to groups/servers* ..... 173

*10.1.9 Anti-Spam* ..... 173

10.2 Shared Firewall Settings ..... 189

*10.2.1 Setting Items as Mandatory* ..... 189

*10.2.2 Profiles* ..... 189

10.3 Shared Settings for Application Servers ..... 193

*10.3.1 Overview* ..... 193

*10.3.2 Anti-Spam Server for MS Exchange* ..... 193

*10.3.3 E-mail Scanner for MS Exchange (routing TA)* ..... 193

*10.3.4 E-mail Scanner for MS Exchange (SMTP TA)* ..... 193

*10.3.5 E-mail Scanner for MS Exchange (VSAPI)* ..... 193

*10.3.6 Document Scanner for MS SharePoint* ..... 193

*10.3.7 Detection Actions* ..... 193

*10.3.8 Mail Filtering* ..... 193

10.4 AVG Admin Server Settings ..... 203

*10.4.1 General tab* ..... *203*
*10.4.2 DataCenter tab* ..... *203*
*10.4.3 UpdateProxy tab* ..... *203*
*10.4.4 E-mail tab* ..... *203*
10.5 Connection String ..... 210
10.6 Proxy Server ..... 211
10.7 AVG Admin Console ..... 212
*10.7.1 Context Menu* ..... *212*
*10.7.2 Station Groups* ..... *212*
10.8 Sidebar/Desktop Gadgets ..... 222

**11. How to...** ..... **224**

11.1 How to Connect Stations to AVG Datacenter ..... 224
*11.1.1 Connecting Stations Manually* ..... *224*
11.2 How to Migrate Stations from/to Different DataCenter ..... 226
*11.2.1 Importing Stations and Settings from AVG DataCenter 9.0* ..... *226*
*11.2.2 Migrating Stations to another AVG DataCenter* ..... *226*
11.3 How to Synchronize Stations ..... 227
11.4 How to solve Update related issues ..... 227
11.5 How to install AVG remotely on Windows XP Home ..... 229
11.6 How to Change User Interface Language ..... 230
11.7 How to Control station users actions ..... 231
11.8 Requests handling and status messages ..... 232
11.9 How to manage access rights ..... 233
11.10 How to maintain the DataCenter database ..... 236
11.11 List of AVG Setup Parameters ..... 237

**12. AVG DataCenter** ..... **243**

12.1 Maintenance ..... 243
12.2 Password protection ..... 243
12.3 Converting the AVG DataCenter to a Different Database ..... 244
12.4 Web Interface ..... 244

**13. Updates** ..... **245**

13.1 General Information ..... 245
13.2 Update within the Local Network ..... 245

**14. AVG Admin Server 2011 for Linux** ..... **247**

14.1 Installation ..... 247

*14.1.1 Firebird Installation* ..... 247
*14.1.2 Database Setup* ..... 247
*14.1.3 AVG Admin Server 2011 for Linux Installation* ..... 247
*14.1.4 Manual Database Upgrade* ..... 247
*14.1.5 License* ..... 247
*14.1.6 AVG Admin Server 2011 for Linux Configuration* ..... 247
*14.1.7 Installation Verification* ..... 247
*14.1.8 Installation Troubleshooting* ..... 247
14.2 Start-up Parameters ..... 251
14.3 Configuration ..... 253

**15. FAQ and Technical Support ..... 258**

# 1. Introduction

This user manual provides comprehensive documentation for **AVG Anti-Virus Business Edition 2011.**

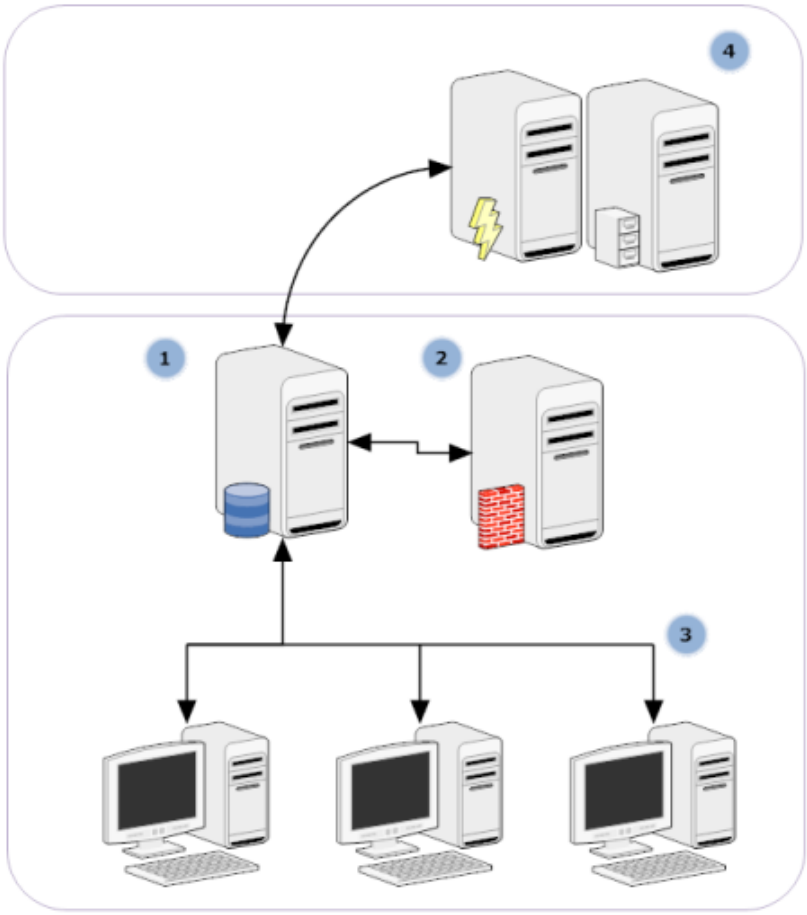
**Important notice:**

**The document may contain references to other user guides, especially the Internet Security guide. If you are not familiar with the AVG User Interface and AVG advanced/Firewall settings we strongly recommend that you download all relevant guides in advance from the http://www.avg.com/ww-en website, *Support Center/Download/Documentation* section.**

**You can also use context help, which is available through the application, to get the requested information.**

## 1.1. AVG Anti-Virus Business Edition 2011 scheme

Please review the simplified scheme of **AVG Anti-Virus Business Edition 2011** showing the basic connection and interaction of remote administration components in the default and most common configuration:



1) **AVG DataCenter**

consists of a database, and **AVG Admin Server**. The **AVG Admin Server** performs the role of a mediator between the AVG DataCenter and AVG stations. The AVG Admin Console uses the AVG Admin Server to approach the AVG DataCenter database, and to centrally define settings for stations and system parameters. AVG stations approach the AVG Admin Server to read the setup parameters; and to save their currently defined setting and scan results into the AVG DataCenter.

AVG Admin Server also works as a local update source. If you deploy the UpdateProxy role to multiple servers, you can then use them for updating stations and keeping the bandwidth/ load in balance.

2) **AVG Admin Console**

is a program for administration of AVG stations. It communicates directly with the AVG Admin Server.

3) **Stations**

communicate with the AVG Admin Server that accepts the default settings, requests specific settings, sends the scan results etc.

4) **AVG Technologies Server**

provides AVG Admin Server/Servers with update files.

## 1.2. Key features and functions

**AVG Anti-Virus Business Edition 2011** offers the following functions:

- **Remote installation**

  Using this function you can easily install AVG on all stations in the local network. This remote installation is secured by the AVG Network Installer Wizard – a program for direct remote installation and/or creation of an installation script that makes it possible to run the Setup installation program on all remote network stations.

- **Centrally controlled updates**

  All AVG stations in the network can be updated centrally using the AVG Admin Console.

- **Server roles**

  **AVG Anti-Virus Business Edition 2011** can now act in multiple roles, where each role can be deployed separately (DataCenter role used for remote stations management, UpdateProxy role for managing updates), which allows the user to divide the load among multiple physical servers.

- **Secured communication**

Network communication between AVG Admin (AVG Admin Server) and stations is completely encrypted.

- **Full remote administration in the network**

  The full functionality of the **AVG Anti-Virus Business Edition 2011** guarantees:

  - Automated remote AVG installation on all network stations thanks to new AVG Network installer Wizard
  - Continuous overview of all network AVG stations' current status
  - Central control and administration of AVG stations' configuration

  **AVG Anti-Virus Business Edition 2011** full functionality is provided by the AVG Admin Console, and the AVG DataCenter.

  If you do not need the full functionality, it is possible to install and deploy only the AVG Admin Lite (for installation scripts generation and local update source).

- In addition to all standard features, AVG Anti-Virus Business Edition 2011 may contain the following components support (configuration available directly from the AVG Admin Console):

  - ***Anti-Spam protection***
  - ***Anti-Spyware protection***
  - ***Firewall protection***
  - ***Online Shield protection***
  - ***LinkScanner protection***
  - ***Anti-Rootkit protection***

  ***Note:*** *Depending on your edition, the support of components may vary!*

- Backward compatibility including an easy migration from the previous version!

## 1.3. Operating Systems Supported

**AVG Anti-Virus Business Edition 2011** is intended to manage/protect stations with the following operating systems (with the exceptions mentioned below the list):

- MS Windows XP Professional SP2
- MS Windows XP Home SP2
- MS Windows XP Professional x64 SP1

- MS Windows Server 2003 SP1
- MS Windows Server 2003 x64
- MS Windows 2008 Server
- MS Windows 2008 Server x64
- MS Windows Vista, all editions
- MS Windows Vista x64, all editions
- MS Windows 7, all editions
- MS Windows 7 x64, all editions

The **AVG Admin console, AVG Admin Server** and related components are supported in the following operating systems:

- MS Windows XP Professional SP2
- MS Windows XP Home SP2
- MS Windows XP Professional x64 SP1
- MS Windows Server 2003 SP1
- MS Windows Server 2003 x64
- MS Windows 2008 Server
- MS Windows 2008 Server x64
- MS Windows Vista, all editions
- MS Windows Vista x64, all editions
- MS Windows 7, all editions
- MS Windows 7 x64, all editions

The AVG Admin Server for Linux is supported in the Redhat, Suse, Mandriva, Ubuntu, Debian and possibly other i386/x64 based Linux distributions.

## 1.4. Minimum Hardware Requirements

Minimum hardware requirements for AVG Anti-Virus Business Edition 2011 and related components are as follows:

- Intel Pentium CPU 1.5 GHz

- 750 MB of free hard drive space (plus up to 200 MB for downloaded installation package)
- 512 MB of RAM memory

## 1.5. Recommended Hardware Requirements

Recommended hardware requirements for AVG Anti-Virus Business Edition 2011 are as follows:

- Intel Pentium CPU 1.8 GHz
- 900 MB of free hard drive space (plus up to 200 MB for downloaded installation package)
- 512 MB of RAM memory

## 1.6. Network Requirements

To be able to successfully install AVG on stations remotely, it is necessary to take some steps in advance.

***Note:*** *If you experience any problems with the remote administration/installation/connection even after reviewing the chapters below, please try to find the proper answer in the FAQ (Frequently Asked Questions) located at* http://www.avg.com/ww-en/faq.

### 1.6.1. Ports to be allowed on stations

For individual stations in your network, that use a personal firewall, you will probably need to allow certain ports and set specific system features in order to be able to correctly use AVG remote installation.

Depending on the firewall type and settings on each station, some of the requirements listed below may be already predefined or allowed, or its settings may not be available under the same name and description. We strongly recommend that all changes should only be done by well experienced users! Always consult the User manual or Help guide for your firewall before proceeding to change any settings.

- **Ping (ICMP type 0 - Incoming echo request)**

  Change this setting only if the **AVG Network Installer** is not able to detect network station (s), which you are sure are switched on and fully operational.

  In the firewall settings used on the remote station allow the incoming ping requests within the local network. Often this function can be found under **ICMP type 0** or **Incoming echo request** or similar description. If set correctly, AVG Network Installer will be able to find the station in the network.

- **File and Printer Sharing for Microsoft Networks**

  To allow **AVG Network Installer** access to a remote station over the *Admin$* share, you first need to allow ***File and Printer Sharing for Microsoft Network*** on the remote station. Specifically you must allow **TCP ports 139 and 445 and UDP ports 137, 138 and 445**. This

way the AVG Network Installer can copy the **AVG Agent** to the remote station.

As a first step you should check, that the ***File and Printer Sharing for Microsoft Networks*** is installed on the remote station.

If you use Windows XP, you can find the settings under Start/Settings/Network connections. In the properties window of the Network connections, tick the ***File and Printer Sharing for Microsoft Networks***. If you cannot see such an item, then it is probably not installed yet. In this case, please contact your station administrator or install the component yourself from the installation CD.

For Windows Vista navigate to ***Control Panel/Network and Sharing Center*** and enable the ***Network sharing***.

If you use Windows 7 - navigate to ***Control Panel/All Control Panel Items/Network and Sharing Center/Advanced sharing settings***. Select a profile applicable for your network (or choose step by step both) and then click the ***Turn on file and printer sharing*** radio button.

If the ***File and Printer Sharing for Microsoft Networks*** is successfully installed, you need to allow the ports mentioned above in the firewall installed on the remote station. If for example the built-in Windows XP firewall is used, you can easily allow this feature by clicking the ***File and Printer Sharing*** item located in the Exceptions tab.

- **RPC: Remote Procedure Call**

  To be able to launch the AVG Agent on the remote station, you need to allow the following ports in the firewall on the station – TCP and UDP port 135.

- **Communication on TCP port number 6150**

  For correct communication between the **AVG Network Installer** and the **AVG Agent** component you need to first allow communication on **TCP port 6150**. Using this port the AVG Network Installer controls the AVG Agent tool and passes it the AVG installation files.

### 1.6.2. Ports to be Allowed for Remote Administration

Ports that need to be allowed for remote administration are listed below:

- **Communication on TCP port number 80**

  For downloading AVG updates from the internet to the **AVG Admin Server UpdateProxy**, it is necessary to permit outgoing communication for these components on **TCP port 80**.

  For successful connection between AVG Admin Server and stations, you also need to allow other ports on your router/firewall/hub/VPN or other type of relevant connection type, hardware or software:

- **TCP Port 4158**

  For basic communication between the AVG Admin Server and the AVG stations and the **AVG Admin console**, you need to allow **TCP port 4158** (predefined by default).

This port can be changed in the AVG Admin Server configuration and in the AVG User Interface on the station (via upper menu ***Tools/Advanced Settings*** – ***Remote Administration***).

- **TCP Port 6051**

  This port is used for direct messages from AVG Admin Server to the AVG Station.

  This port can be changed within the AVG User Interface on the station (via upper menu ***Tools/ Advanced Settings – Remote Administration group***).

- **TCP Port 6054**

  This port is used for direct messages from the AVG Admin Server to the AVG Admin Console. This port is not configurable. AVG Admin Console tries to open this port automatically for listening, if the port is not available, it tries to open subsequent ports (**6055, 6056**, ...) until it successfully finds an available one.

## 1.7. Migrating Stations From Previous Version

The migration of one AVG DataCenter to another is described in the ***How to.../How to migrate stations from/to different DataCenter***.

# 2. AVG Anti-Virus Business Edition 2011 Installation

In order to be able to remotely install AVG on stations, you must first install **AVG 2011 Remote Administration** and its components.

The whole process consists basically of two steps:

- **Components Installation**
- **Deployment process**

***Note:*** *It is strongly recommended that you go through the following chapters first to get a general overview of the AVG Anti-Virus Business Edition 2011 installation possibilities so that you can set the configuration that best suits your needs. Especially check the Where to Install and Deploy and Components Overview chapters.*

**AVG Anti-Virus Business Edition 2011** can be launched using the exe file within the **AVG Admin** directory on the installation CD. Also, the latest installation package can always be downloaded from the AVG website at http://www.avg.com/ww-en/download.

***Note:*** *There are two installation packages available for your product - for 32bit operating systems (marked as x86) and for 64bit operating systems (marked as x64). Be sure to use the correct installation package for your specific operating system.*

***Before installing AVG Remote Administration visit the AVG website and check for the latest installation file!***

## 2.1. Components Overview

Below you will find a brief overview of all components.

### 2.1.1. AVG Admin Server Deployment Wizard

This wizard will help you to deploy AVG Anti-Virus Business Edition 2011 onto your server or divide it across multiple servers.

### 2.1.2. AVG Network Installer

The AVG Network Installer Wizard helps you to automatically install AVG on remote stations with only a few clicks.

### 2.1.3. AVG Admin Console

The **AVG Admin Console** is a central place for administration of your remote AVG station installations in the network. It communicates with the AVG Admin server and controls, processes and displays all relevant events.

### 2.1.4. AVG Admin Lite

**AVG Admin Lite** is the name given to a simplified installation of AVG Anti-Virus Business Edition 2011, providing only a local update source and script AVG installations on stations, without the benefits of AVG DataCenter and **AVG Admin Console**.

### 2.1.5. AVG Admin Server

The **AVG Admin Server** stores data in a database (AVG DataCenter) and performs the role of a mediator between the AVG DataCenter and stations. AVG Admin Server may also work as a local update source.

The **AVG DataCenter** is a database that contains the entire configuration for AVG stations, including scan and tasks settings. All stations with **AVG** installed, as well as the AVG Admin Console program, communicate with the **AVG DataCenter**. The communication is possible only if the ***Remote Administration*** component is properly installed on all stations connected to the **AVG Admin Server**.

**AVG DataCenter** supports one embedded and several standalone (commercial) SQL database systems. You will be able to choose specific database system during deployment process (AVG Admin Deployment Wizard starts after installation).

### 2.1.6. Server roles

There are two roles that can be deployed after installation on AVG Admin Servers. The selection of roles is a key part of the deployment process that will take place right after product installation. The roles are as follows:

- **DataCenter role**

  Allows central management of AVG stations configuration via the AVG Admin Console, collects scan results from AVG stations, shows components states and much more.

- **UpdateProxy role**

  Serves as a proxy server for downloading and distributing updates to your stations.

## 2.2. Where to Install and Deploy

You can install and deploy different components/roles of AVG Remote Administration to different servers/stations. There is no need to install everything on one machine.

Once you finish product installation, you will proceed to the deployment process that allows you to deploy different server roles.

For example, the AVG DataCenter role can be deployed to some central server in your network. If your network or number of stations is large, you can deploy the ProxyServer role to multiple servers across the network to achieve load balancing and adequate bandwidth usage.

Also, the AVG Admin Console (central application for administration of your stations) can be installed to a different station and the administrator can manage the stations from any place.

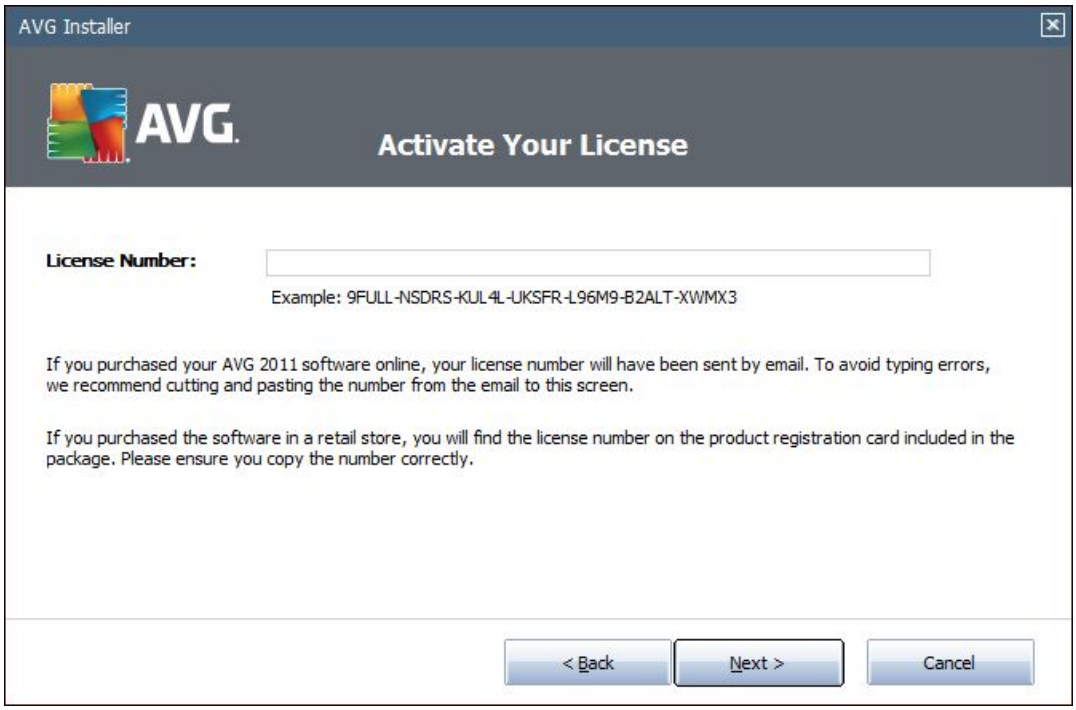
## 2.3. Welcome Dialog

The welcome dialog appears in the language of the operating system to which AVG Anti-Virus Business Edition 2011 is being installed. You can switch to another language by using the roll-down menu.

This dialog also offers the full wording of the AVG Anti-Virus Business Edition 2011 license agreement. You can either scroll down to read the text or click the ***Printable version*** button to open it in your internet browser window and optionally have the whole agreement printed.

Once you finish reading, click the ***Accept*** button to continue. Otherwise use the ***Decline*** button, and the installation process will be cancelled.

## 2.4. License Activation




In this dialog enter your License number. Click the ***Next*** button to continue.

## 2.5. Installation Type

In this dialog select which type of Remote Administration you wish to install. You have the following options:

- **Quick Install**

  This is the recommended option. It will install the application with standard configuration and components.

- **Custom Install**

  This option allows you to select, which components you wish to install.

- **Lite Install**

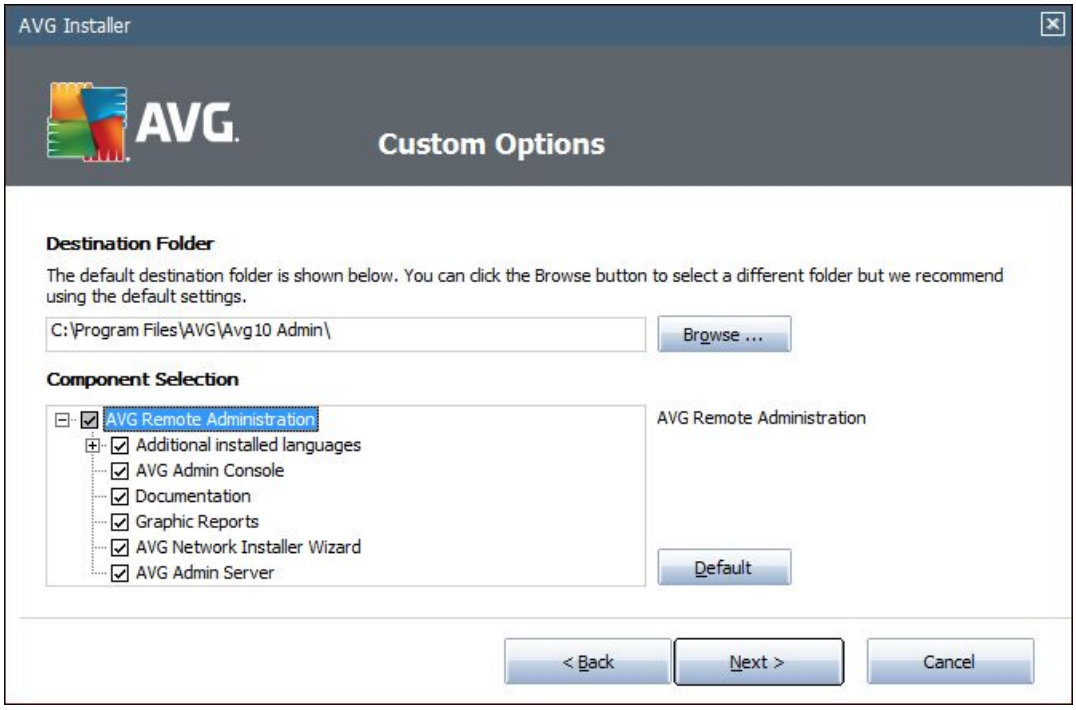
  This choice installs the product with simplified wizards that contain predefined settings for ***UpdateProxy*** role only. The ***AVG Network Installer Wizard*** allows only simple script generation. No console for administration will be installed and no AVG DataCenter will be deployed.

  You can find more information on the Lite Installation in the AVG Admin Lite Chapter.

If you want to include an optional gadget to your desktop, check the ***Installs and displays the AVG 2011 gadget...*** checkbox (available for Windows Vista and Windows 7 or higher operating systems). More information about this topic can be found in the ***Configuration/Sidebar/Desktop Gadgets*** chapter.

## 2.6. Custom Options

If you chose Custom install in the ***Installation Type*** dialog, you will experience the following screen:




You have to specify the destination folder where AVG Anti-Virus Business Edition 2011 (and its components) will be installed. If you want to select another directory, specify the directory path or choose a directory from your local disk by pressing the ***Browse*** button.

Then proceed to select AVG Anti-Virus Business Edition 2011 components you want to install. By default, all key components are selected. If you decide on another arrangement, check or uncheck the respective checkbox. To continue the installation process, press the ***Next*** button:

***Note:*** *If you want to use Graphic reports, install the component on the computer where you install AVG Admin Server, and on each computer where you install AVG Admin Console. Graphic reports are generated by the AVG Admin Server and can be viewed from the AVG Admin Console.*

If you specified a directory different from the default one, and the specified directory does not exist, a new dialog will pop up asking you whether you want to create the directory. To confirm creating the directory, press the ***Yes*** button.

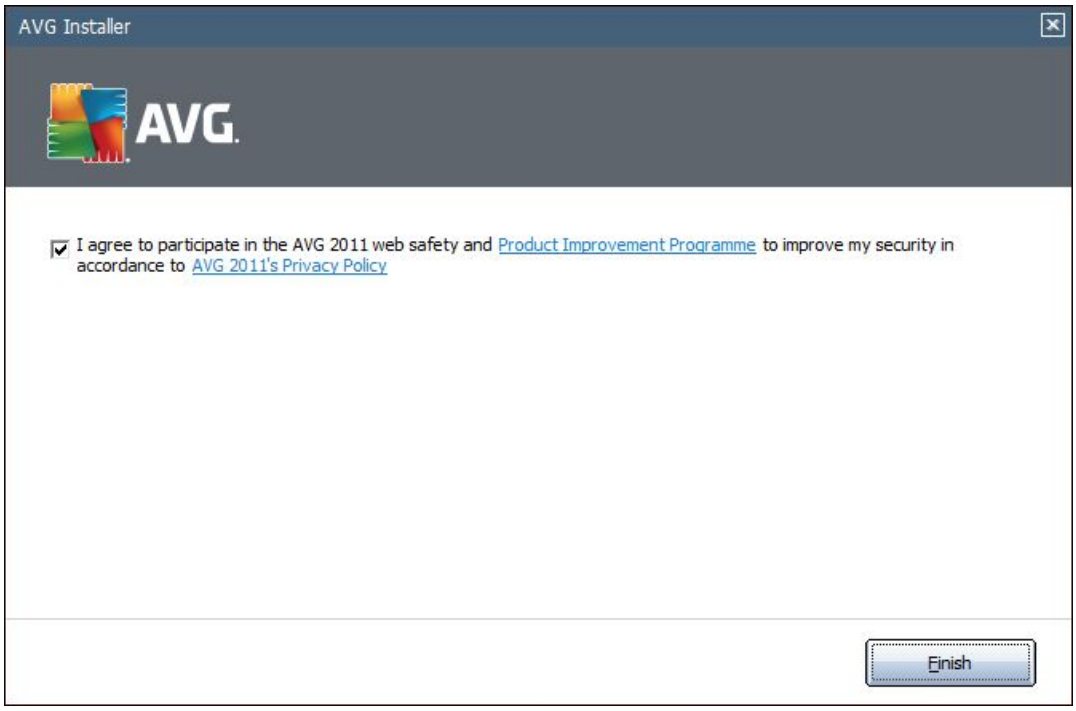
To continue the installation press the ***Next*** button.

## 2.7. Installation Complete

The Installation complete dialog appears to confirm that AVG Anti-Virus Business Edition 2011 and all its components were installed successfully.

You can optionally also decide to be part of the Product Improvement Programme. To do so, simply

keep the available checkbox ticked (recommended).




Press the ***Finish*** button to finalize the installation.

If the installation went through correctly, one of the following Wizards will launch automatically depending on your previous choices during the installation process:

- ***AVG Admin Deployment Wizard***

  This Wizard will start automatically if you chose Quick or Custom installation in the Installation type dialog.

  For more information see the ***AVG Admin Deployment Wizard*** chapter.

  ***Note:*** *You must go through this wizard in order to make AVG Anti-Virus Business Edition 2011 function properly.*

- ***AVG Admin Deployment Wizard Lite***

  This Wizard will start if you chose Lite Installation in the Installation type dialog. For more information see the ***AVG Admin Deployment Wizard Lite*** chapter.

  ***Note:*** *You must go through this wizard in order to make AVG Anti-Virus Business Edition 2011 function properly.*

***Note:*** *If an error occurred during the installation process, or the installation failed, an error dialog appears. In that case copy the available information and contact our technical support team. Use the contact page* ***http://www.avg.com/ww-en/support-existing****.*

# 3. AVG Admin Deployment Wizard

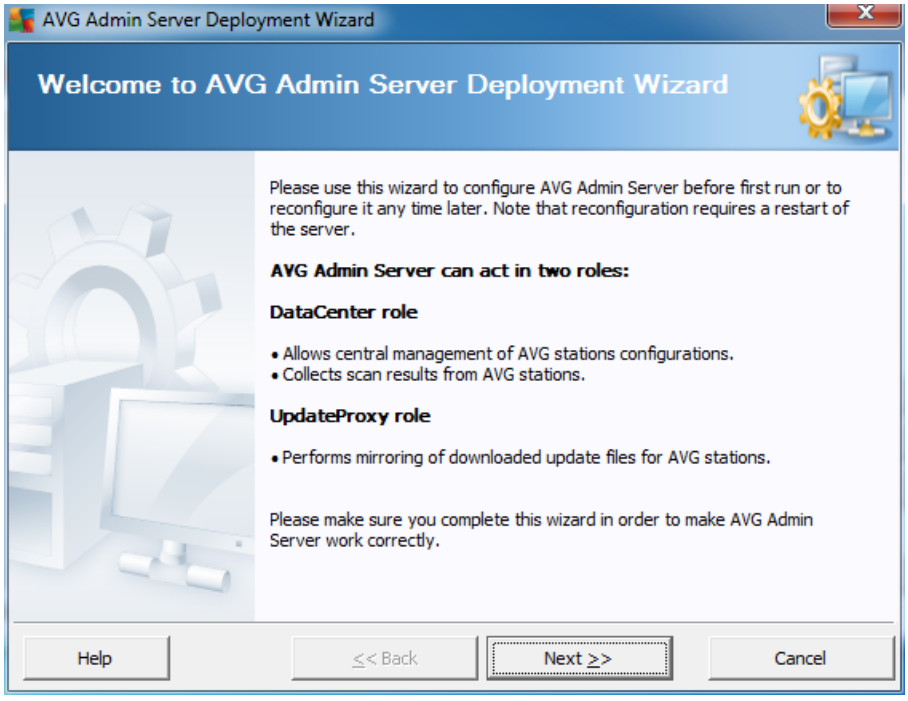
The **AVG Admin Server Deployment Wizard** is launched immediately after the installation of AVG Anti-Virus Business Edition 2011. It can also be launched any time later from the Start menu program folder, i.e. ***All programs/AVG 2011 Remote Administration/AVG Admin Server Deployment Wizard***.

The Wizard guides you through the configuration process for the AVG DataCenter database on a selected database engine. Using the wizard, you can also configure the AVG Admin Server in order to mirror the AVG updates in a local network. The wizard leads you through the configuration process in a few steps listed in the following summary.

***Note:*** *Navigation in the wizard is as usual:*

- The ***Back*** button takes you one step back in the wizard.
- The ***Next*** button takes you one step forward and also performs all actions selected in the current stage.
- Use the ***Help*** button to open a comprehensive information help related to the current step.
- By pressing the ***Cancel*** button, you can quit the wizard at any stage, discarding the changes performed so far.

## 3.1. Introduction




The first dialog explains the purpose of the Wizard and briefly describes two main options. Click the

***Next*** button to proceed to the next step.

***Note:*** *We strongly recommend you complete this wizard in order to make the AVG Admin Server run correctly.*

## 3.2. Deploying multiple UpdateProxy roles

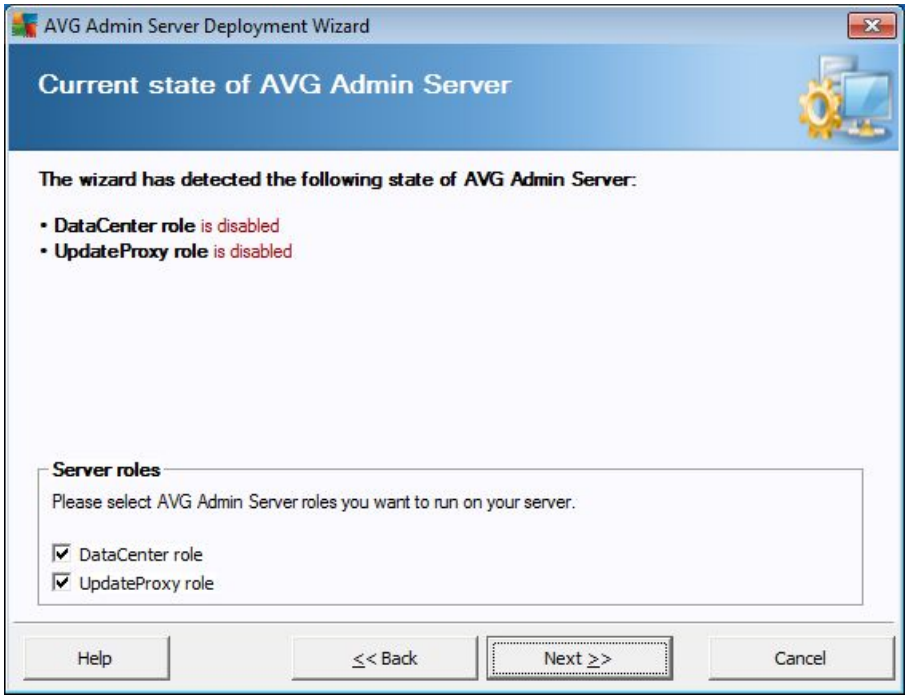
Before you deploy AVG Anti-Virus Business Edition 2011 roles to your server, you may need to consider the following:

You can deploy the UpdateProxy role to more than one server and distribute updates from different sources to avoid your server overloading or having bandwidth issues.

The allocation of servers depends on your network size and your server and network specifications. Generally speaking, if your network consists of more than 150 stations or your network is divided into multiple segments in different locations, you should consider deploying multiple UpdateProxy roles to different servers and spread the load.

To deploy the UpdateProxy role to another server you need to repeat the installation and deployment process on the other server.

## 3.3. Role Selection




This screen displays information on the **AVG Admin Server** current state. When everything is correct, the respective information is displayed in green text.

If this is not your first run and everything seems to be correct (i.e. up-to-date with no warnings or errors), there is no need to go through the configuration process again (unless you wish to change

something).

If there is a configuration problem, you will be briefly informed about the reasons, and the information will be highlighted in red color. In such cases you need to go through the whole wizard to correct the problem.

In the ***Server roles*** section you must choose which server role(s) you want to run on this server. You need to select at least one option, but you can also select both. The options are as follows:

- **DataCenter role**

  Allows central management of AVG stations configuration via the AVG Admin Console, collects scan results from AVG stations, shows components states and much more.

  If you choose to install this role only, proceed to the DataCenter Role chapter.

- **UpdateProxy role**

  Serves as a proxy server for downloading and distributing updates to your stations.

  If you choose to install this role only, proceed to the UpdateProxy role chapter.

If you select both options, proceed to the DataCenter Role chapter.

## 3.4. DataCenter Role

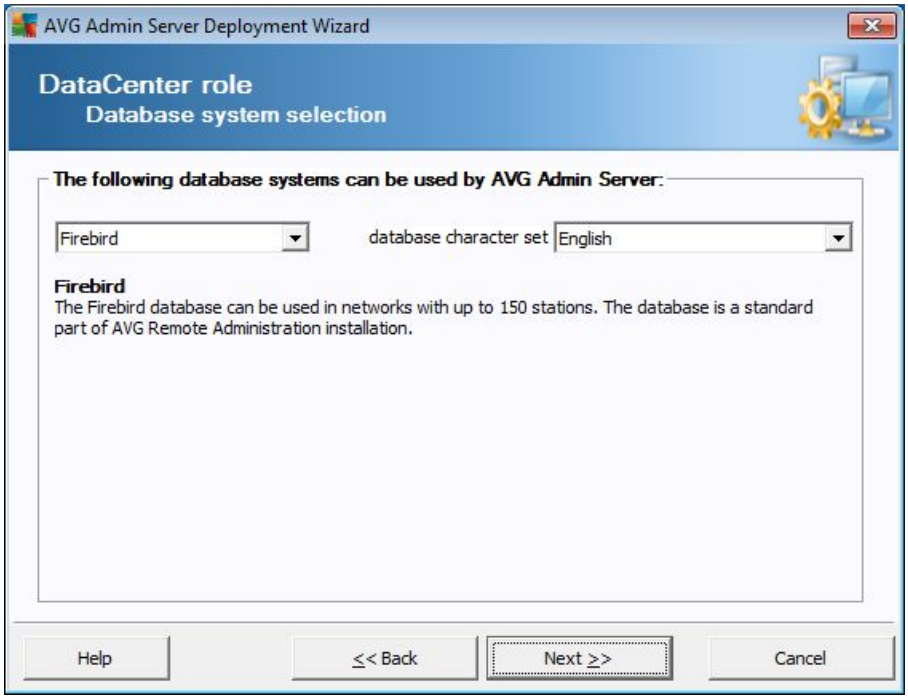
Select if you are deploying AVG Admin Server for the first time or repeatedly:

- ***I am deploying the AVG Admin Server for the first time***
- ***I am deploying the AVG Admin Serve again over an existing database***

## 3.5. DataCenter Role - First Deployment

If you have selected in the ***Current state of AVG Admin Server*** step (see chapter ***Role Selection***) the ***DataCenter Role***, and you are deploying the application for the first time, you will experience the following dialog.

***Note:*** *If you are deploying the database repeatedly, please proceed to the chapter* ***Repeated deployment****.*




Select the database system corresponding to your needs. These options are available:

- ***Firebird***

  This solution is appropriate for smaller networks with up to 150 stations. The database is a standard part of AVG Anti-Virus Business Edition 2011 installation.

  Additionally, you can choose a specific database character set from the roll down menu corresponding to your language needs.

- ***Microsoft SQL Server Express***

  The ***Microsoft SQL Server Express Edition*** is a reduced version of the **Microsoft SQL Server**, it can serve up to 1000 stations. The product is not a standard part of AVG Anti-Virus Business Edition 2011. Its usage is not limited by any commercial license.

- ***Microsoft SQL Server***

  The ***Microsoft SQL Server*** engine can serve over 1000 stations in large networks. It is not a standard part of AVG Anti-Virus Business Edition 2011 and its usage is bound to the Microsoft SQL Server license.

- ***Oracle 10g/11g***

  This database engine can serve over 1000 stations in large networks. It is not a standard part of AVG Anti-Virus Business Edition 2011 and its usage is bound to a commercial license.

- ***MySQL 5***

This database engine can serve over 1000 stations in large networks. It is not a standard part of AVG Anti-Virus Business Edition 2011 and a commercial license may be needed for use in a commercial environment.

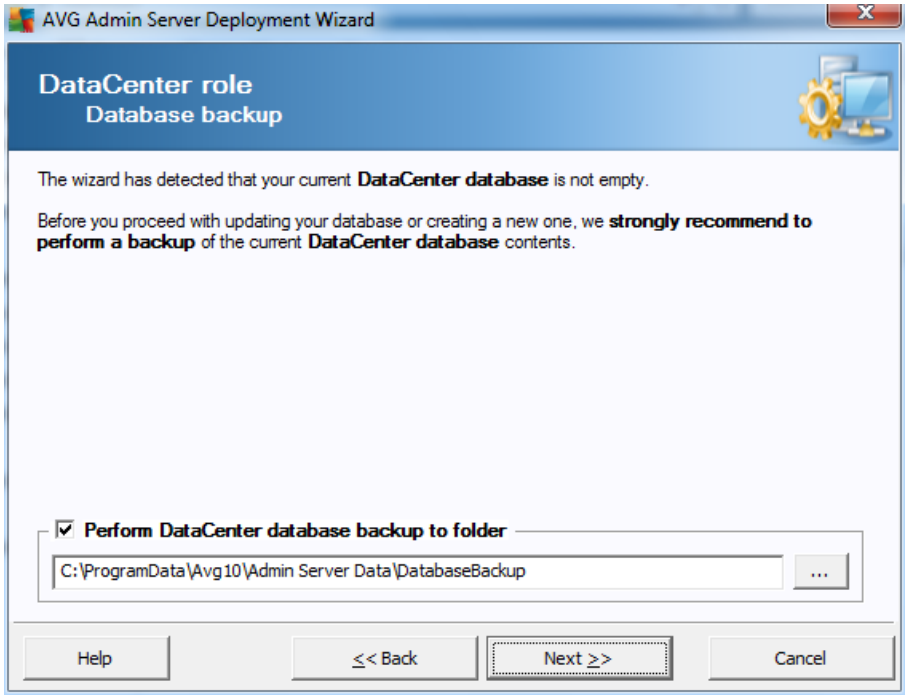
If you choose a database type that is different to the one you have been currently using, the Wizard can import the contents of the previously exported AVG DataCenter into the newly chosen database type.

Continue to the ***Databases Overview*** chapter.

## 3.6. DataCenter Role - Repeated Deployment

During the repeated deployment, there is usually an existing database with stations available, so the Wizard will offer you to backup its contents first:

***Note:*** *The backup is not available if the database is in an error state!*




To do so, simply check the ***Perform DataCenter database backup to folder*** checkbox and fill-in your desired storage location.

The next dialog will inform you about your DataCenter database status. There exist two possible cases - either the DataCenter database will be up-to-date or outdated. In the first case, you will experience these two options:

- ***Keep existing DataCenter database***

  This option will leave the database untouched. Select this option, if the database version is up to date and you need to preserve its contents.

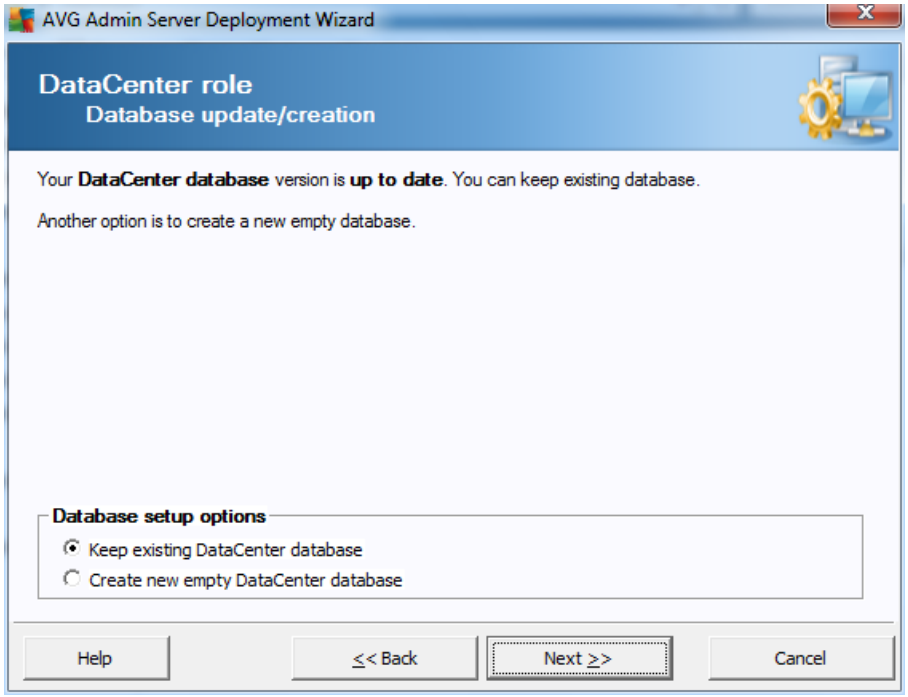
- ***Create new empty DataCenter database***

  Select this option to create completely new database (the originally stored data will be lost). We strongly recommend to backup the DataCenter database before proceeding!

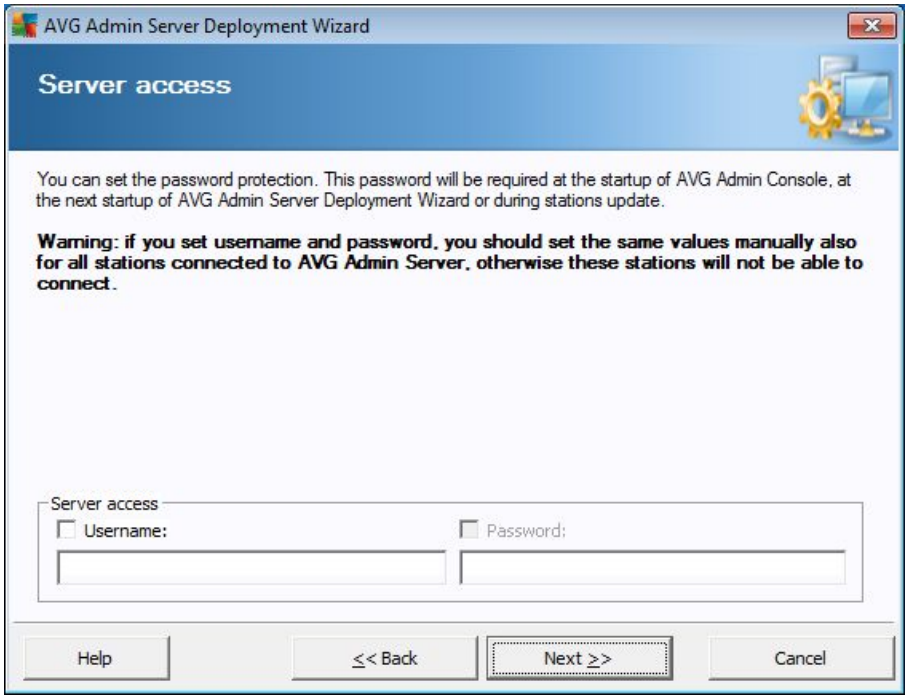
On the other hand, if the DataCenter database will be outdated, you will be asked, if you wish to update the existing one or create a new one:

- ***Update existing DataCenter database***

  This option will update the database to the current version. Select this option, if you need to preserve the database contents.



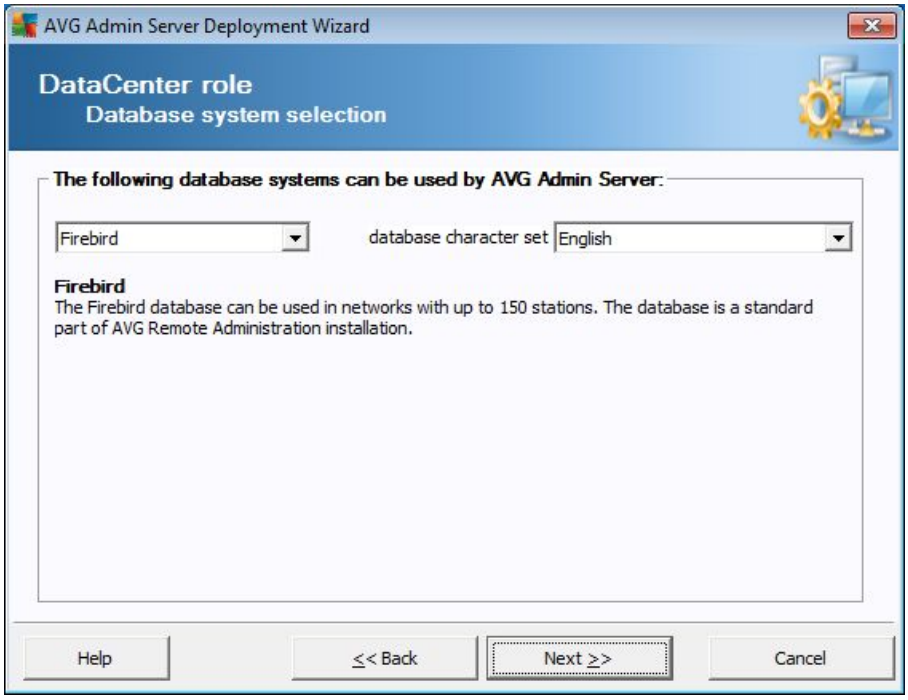

In the next step you can optionally check the ***Username*** and ***Password*** checkboxes and fill-in your preferred user name and password that will be required each time you launch the AVG Admin Console, AVG Admin Server Deployment Wizard or process stations update.




***Note:*** *If you set an username and password here, you should also manually define the same values on all existing stations in order to allow them correctly connect to your Datacenter!*

Depending on your previous choices, you can continue to one of two dialogs:

- If you kept the existing database, continue to the ***UpdateProxy Role*** chapter.
- If you asked to create a new database, you will experience the following dialog:




Select the database system corresponding to your needs. These options are available:

- ***Firebird***

  This solution is appropriate for smaller networks with up to 150 stations. The database is a standard part of AVG Anti-Virus Business Edition 2011 installation.

  Additionally, you can choose a specific database character set from the roll down menu corresponding to your language needs.

- ***Microsoft SQL Server Express***

  The Microsoft SQL Server Express Edition is a reduced version of the Microsoft SQL Server, it can serve up to 1000 stations. The product is not a standard part of AVG Anti-Virus Business Edition 2011. Its usage is not limited by any commercial license.

- ***Microsoft SQL Server***

  The Microsoft SQL Server engine can serve over 1000 stations in large networks. It is not a standard part of AVG Anti-Virus Business Edition 2011 and its usage is bound to the Microsoft SQL Server license.

- ***Oracle 10g/11g***

  This database engine can serve over 1000 stations in large networks. It is not a standard part of AVG Anti-Virus Business Edition 2011 and its usage is bound to a commercial license.

- ***MySQL 5***

This database engine can serve over 1000 stations in large networks.. It is not a standard part of AVG Anti-Virus Business Edition 2011 and a commercial license may be needed for use in a commercial environment.

If you choose a database type that is different to the one you have been currently using, the Wizard can import the contents of the previously exported AVG DataCenter into the newly chosen database type.

Continue to the ***DataCenter Role - Databases Overview*** chapter.

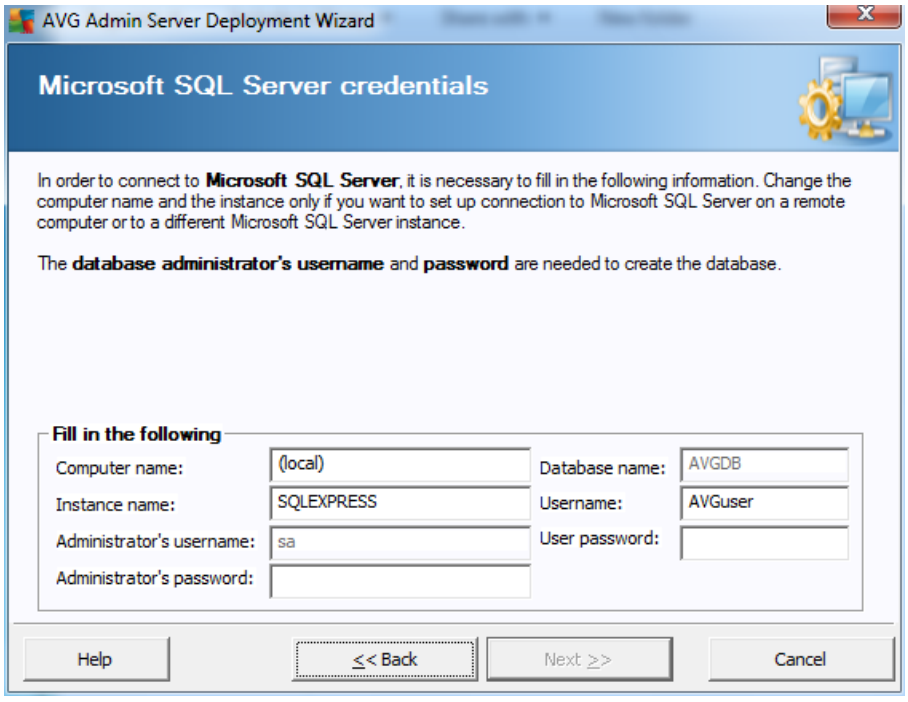
## 3.7. DataCenter Role - Databases Overview

Below you will find the overview of individual databases supported by AVG Anti-Virus Business Edition 2011.

### 3.7.1. Firebird

If you have selected the **Firebird** option, there are no further settings needed and you can proceed to the next step (Data Import).

### 3.7.2. MS SQL Server Express Edition




If you wish to use Microsoft SQL Server Express for storing Datacenter data, fill in the following information:

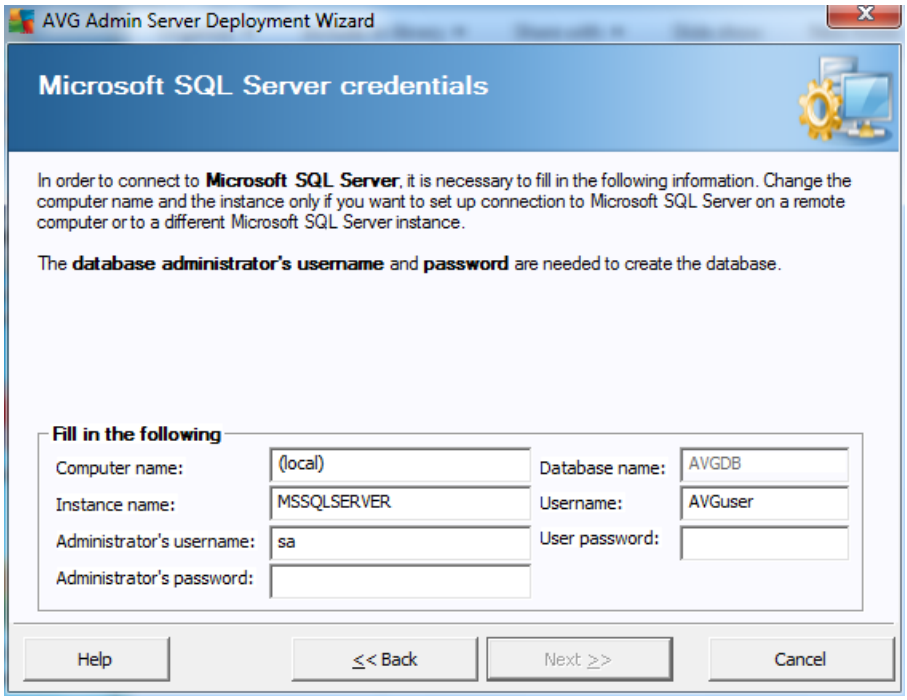
- ***Computer name*** – defines the name of the station, on which SQL Express Edition is installed
- ***Instance name*** – refers to a particular SQL Express Edition installation, if there is more than

one instance installed on the station.

- ***Administrator's username*** – predefined automatically, you do not need to change it
- ***Administrator's password*** – password for the database administrator
- ***Database name*** - shows the predefined database name
- ***Username*** - type in a preferred new login name for the database (to be used for AVG Admin Server connection)
- ***User password*** - type in a preferred new password for the database (to be used for AVG Admin Server connection)

Continue to the next step - Data Import - by pressing the **Next** button.

### 3.7.3. MS SQL Server



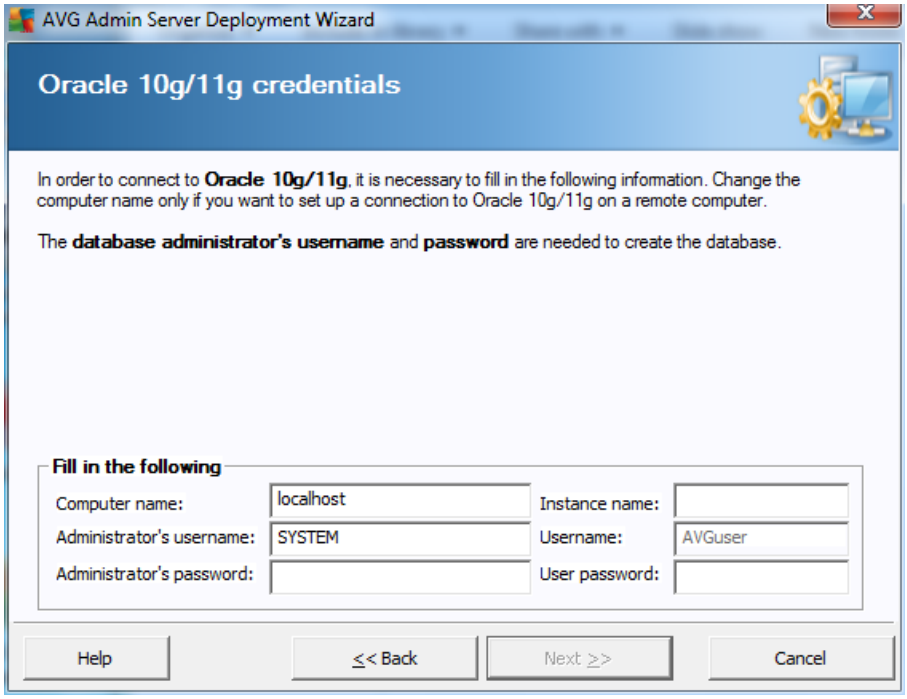

Fill in the following information:

- ***Computer name*** – defines the name of the server, on which the SQL Server is installed.
- ***Instance name*** – refers to a particular SQL Server installation, if there is more than one instance installed on the station.
- ***Administrator's username*** – database administrator user name - must be filled in.
- ***Administrator's password*** – password for the database administrator - must be filled in.

- ***Database name*** - shows the predefined database name.
- ***Username*** - type in a preferred new login name for the database (to be used for AVG Admin Server connection).
- ***User password*** - type in a preferred new password for the database (to be used for AVG Admin Server connection).

Press the ***Next*** button and continue to the next step - Data Import.

### 3.7.4. Oracle




***Please note:*** *If your database is running on another computer, you must first install the client part of the Oracle database on that computer. For installation on Windows Vista we recommend to use client part for Oracle 11g.*

*Instant Client for different operating systems: http://www.oracle.com/technetwork/database/features/instant-client/index.html*

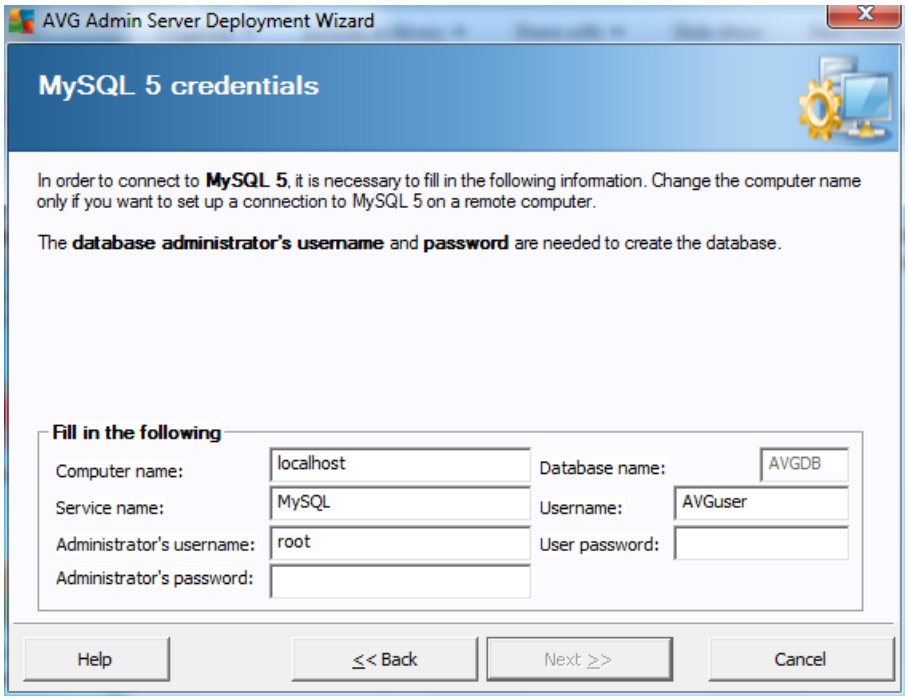
Fill in the following information:

- ***Computer name*** – defines the name of the server, on which Oracle 10g is installed. Change the value only if the installation resides on a remote computer.
- ***Administrator's username*** – database administrator user name - must be filled in.
- ***Administrator's password*** – password for the database administrator - must be filled in.
- ***Instance name*** – enter your Oracle instance name.

- ***Username*** - shows the predefined login name for the database (to be used for AVG Admin Server connection)
- ***User password*** - type in a preferred new password for the database (to be used for AVG Admin Server connection)

Press the ***Next*** button and continue to the next step - Data Import.

### 3.7.5. MySQL 5




Fill in the following information:

- ***Computer name*** – defines the name of the server, on which the MySQL 5 is installed. Change the value only if the installation resides on a remote computer.
- ***Service name*** - Default operating system service name for the MySQL engine. We recommend keeping the original value.
- ***Administrator's username*** – database administrator user name - must be filled in.
- ***Administrator's password*** – password for the database administrator - must be filled in.
- ***Database name*** - shows the predefined database name.
- ***Username*** - type in a preferred new login name for the database (to be used for AVG Admin Server connection)
- ***User password*** - type in a preferred new password for the database (to be used for AVG Admin Server connection)

Please note the following information before proceeding:

MySQL Server 5 uses max_allowed_packet variable to set the maximum size of one packet. Its default value is 1048576 bytes (1 MB) which is too low for AVG Admin Server to work properly in most cases. We strongly recommend to change this value to at least 10 MB. To do so, follow one of the solutions below:

- ***Set the value for the current run only***

  This will apply the setting until the restart of the server occurs. Then the default value or value from *my.ini* will be used again.

  ***Note:*** *You need to be logged as administrator with MySQL root privileges in order to do that.*

  - Login to your MySQL server and run this command:

    set global max_allowed_packet = 10485760

- ***Change Settings in the my.ini file (permanent - recommended)***

  This will save the settings permanently, but requires restart of the MySQL server.

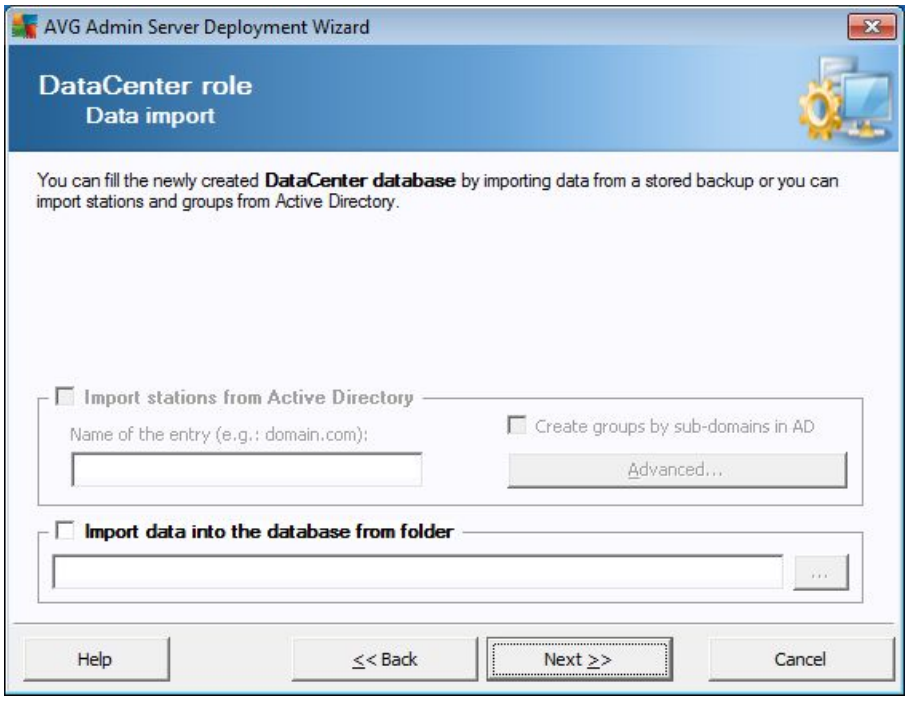
  - Open the my.ini file on the MySQL server.
  - Under the section [mysqld] change *max_allowed_packet* to the following value:

    max_allowed_packet = 10485760

  - Restart the mysqld daemon or the MySQL service.

Press the ***Next*** button and continue to the next step - Data Import.

## 3.8. DataCenter Role - Data Import




Once you confirm your database selection, you can also choose to import some existing data into the newly created database. If your network supports Active Directory, you will experience these two options:

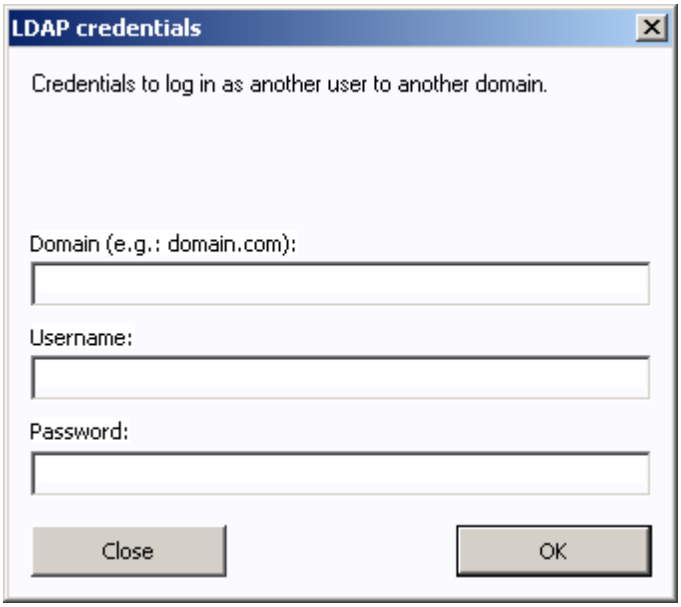
- ***Import stations from Active Directory***

  This option will allow you to automatically import all station names from the Active Directory into the database. Later on you will be able to choose which stations to install.

  First, tick the ***Import stations from Active Directory*** checkbox. Then fill in your Active Directory enabled domain name from which you intend to make the import.

  Tick the ***Create groups by sub-domains in AD*** checkbox in order to automatically create groups and sort stations into them according to the sub-domain names available inside the Active Directory.

  You can also use the ***Advanced*** button to specify login details if different from the currently logged user:




- ***Import data into the database from a folder***

  To do so, tick the ***Import data into the database from folder*** checkbox. The folder selection field becomes available. Choose your backup folder by clicking this button ... and find the folder, where the original files for import are stored.

  If you are currently upgrading from the former 9.0 version, you can import your AVG DataCenter 9.0 data in this dialog. For more information please consult Importing Stations and Settings from AVG DataCenter 9.0 chapter.

  ***Note:*** AVG Admin Server creates by default automatic database backups to the following folder:

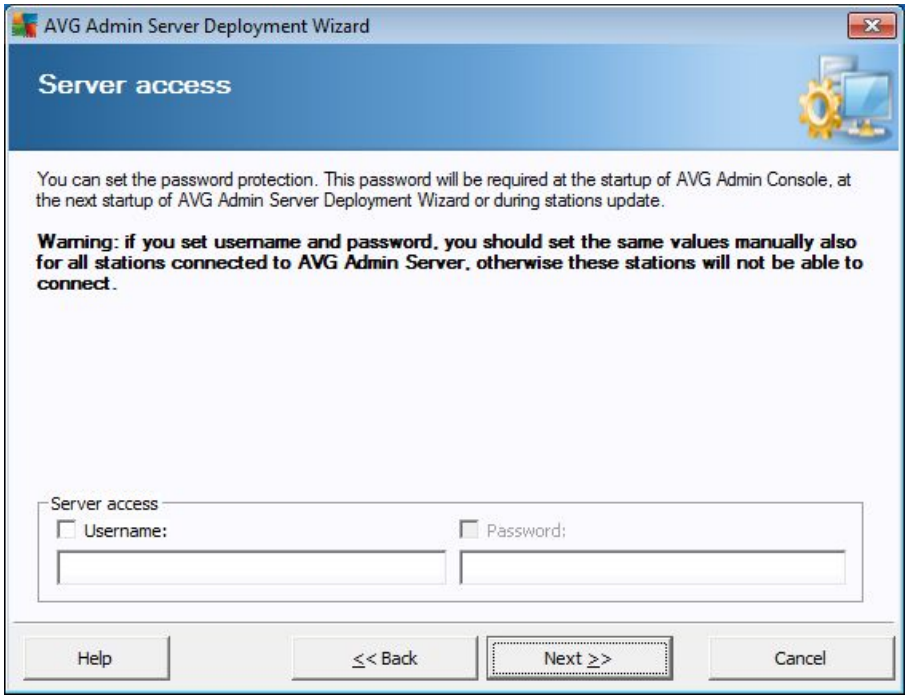
  C:\Documents and settings\All users\Application Data\AVG10\Admin Server Data\AutoDatabaseBackup

  Therefore, if you have previously used AVG Remote Administration and wish to use former database backup, you can find the backup files there, unless you switched the backup feature off. The folders are named in the format YEAR-MM-DD TIME for easier differentiation.

Confirm your choice by clicking the ***Next*** button.

## 3.9. DataCenter Role - Server Access

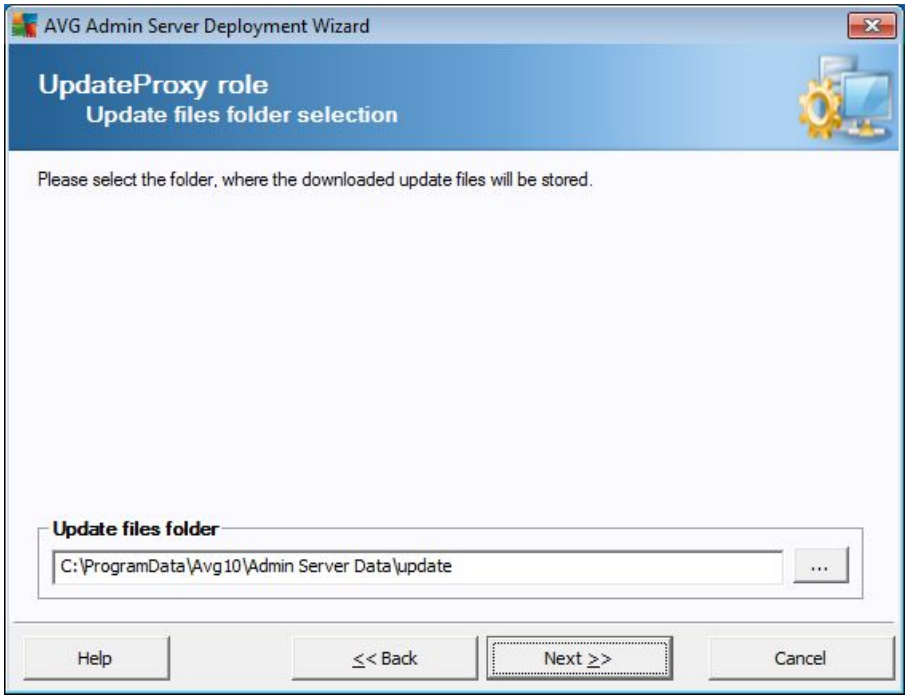
In this step you can optionally check the ***Username*** and ***Password*** checkboxes and fill-in your preferred user name and password that will be required each time you launch the AVG Admin Console, AVG Admin Server Deployment Wizard or process stations update.




***Note:*** *If you set an username and password here, you should also manually define the same values on all existing stations in order to allow them correctly connect to your Datacenter!*

## 3.10. UpdateProxy Role

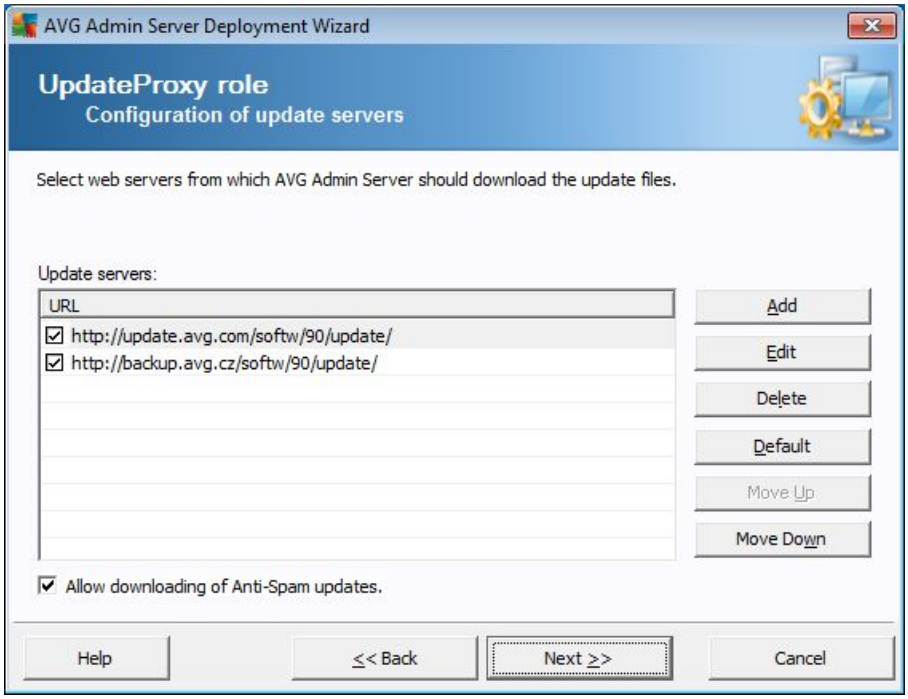
This dialog will appear, if you chose to deploy the UpdateProxy role in the Role Selection dialog.



You must choose a folder, into which the update files will be downloaded and stored. If the folder does not exist, you will be asked if you want to create it.

Click this ... button to select the folder. Once finished, click the ***Next*** button to continue.

### 3.10.1. Update Servers




This dialog lets you choose update servers, from which the update files will be downloaded by AVG Admin Server (for further distribution). If you are unsure about these settings, we recommend keeping the default configuration.

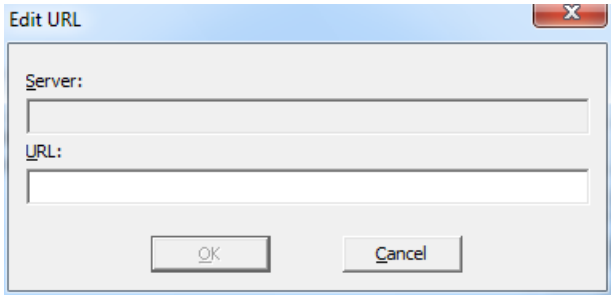
If you for some reason do not wish to download Anti-Spam updates, uncheck the ***Allow downloading of Anti-Spam updates*** item.

***Note:*** *This checkbox indicates, that Anti-Spam updates will be downloaded directly from the Mailshell servers.*

Additional information about the Anti-Spam updates can be found in the ***Configuration/Shared Settings for Stations/Groups/Anti-Spam*** chapter.

If you need to change any of these servers, you have the following options:

Press the ***Add*** button to define additional update server:




Enter the complete server address into the ***URL*** field including *http://* prefix and port number, if other than 80.

The following buttons are also available:

***Edit*** - for changing the address of the selected server.

***Delete*** - for deleting the selected server address.

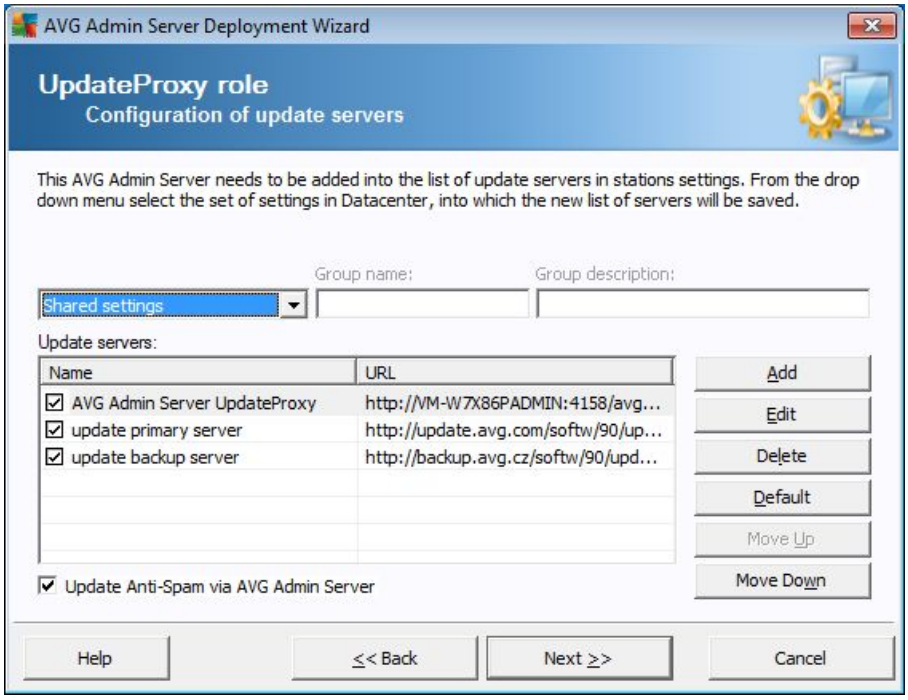
***Default*** - for resetting values of the current dialog to default ones.

The servers are listed by priority. The first one always has the highest priority, i.e. updates are first downloaded from this server. If you need to change the order, simply use the following buttons to do so:

***Move Up*** - to move a selected server up.

***Move Down*** - to move a selected server down.

Once finished, click the ***Next*** button to continue.




In this dialog, you have the option to add the currently deployed AVG Admin Server URL into the list of update servers applicable for station settings.

From the drop down menu select one of the following:

- ***Do not write to DC*** - the currently deployed AVG Admin Server URL will not be written to any of the DataCenter settings.
- ***Application Servers*** - the currently deployed AVG Admin Server URL will be saved to the *Application Servers* group settings.
- ***Shared Settings*** - the currently deployed AVG Admin Server URL will be saved into the Shared Settings for Stations.
- ***New group...*** - the currently deployed AVG Admin Server URL will be saved to a new group. If you choose this option, you will need to select a group name and optionally its description too.
- ***New stations*** - the currently deployed AVG Admin Server URL will be saved to the *New stations* group settings.

***Note:*** *You can only use one option from the drop down menu. The list of update servers will be updated according to your choice.*

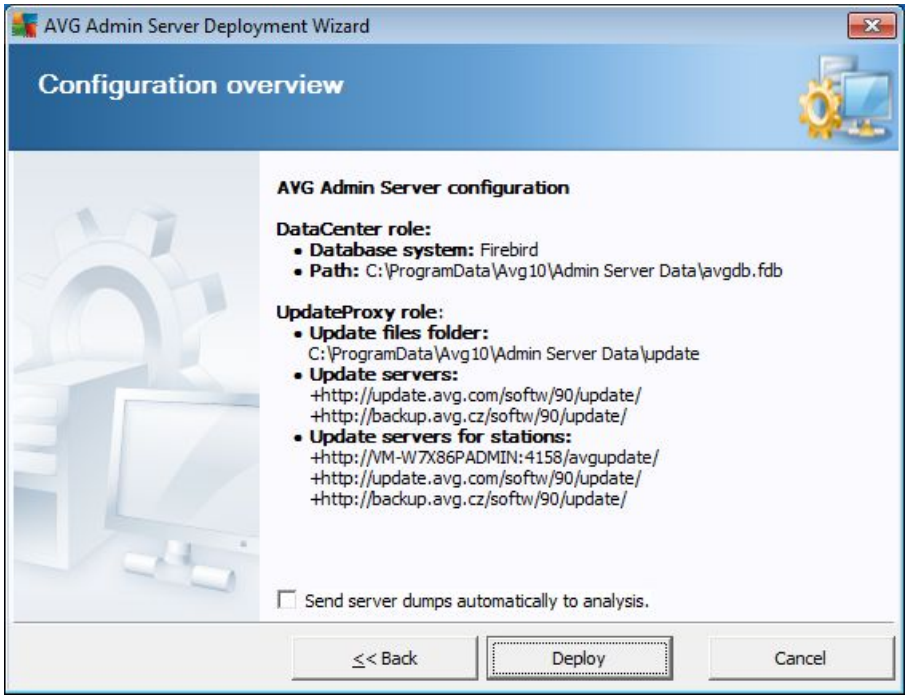
In the list of update servers check which server(s) you would like keeping for the set of settings mentioned above. Use the same function buttons as in the previous dialog.

Check the ***Update Anti-Spam via AVG Admin Server*** item to update Anti-Spam database directly via the AVG Admin Server.

***Note:*** *In order to use this checkbox, it is necessary to move the* ***AVG Admin Server UpdateProxy*** *to the first place in the list. To do so, use the* ***Move up*** *button.*

Additional information about the Anti-Spam updates can be found in the ***Configuration/Shared Settings for Stations/Groups/Anti-Spam*** chapter.

## 3.11. Configuration Overview




This dialog contains a brief overview of the previously selected settings. You can also tick the ***Send server dumps automatically to analysis*** checkbox in order to send potential AVG Admin Server crash dumps directly to our technical support for further analysis.

Confirm your choices by pressing the ***Deploy*** button. The deployment process will start. It may take some time, so please be patient.

Once the process is completed, click the ***Finish*** button to close the Wizard. The AVG Admin Server will then be started.

To immediately start installing AVG to remote stations, navigate to the AVG Network Installer Wizard chapter for more detailed information.

***Related topics:***

- ***Remote Network Installer available from AVG Admin Console***
- ***Standalone AVG Network Installer Wizard Basic Mode***
- ***Standalone AVG Network Installer Wizard Advanced Mode*** ***(for more experienced***

***users)***

- ***Connecting Stations to AVG DataCenter***
- ***Migrating stations from/to different AVG DataCenter***

Also, you may consider going through the general ***How to...*** chapter which describes different tasks related to the remote administration of AVG.

# 4. AVG Network Installer Wizard Basic Mode

***Note:*** *This chapter describes the standalone version of* ***AVG Network Installer Wizard****. As it is also included directly within the AVG Admin Console, it might be more convenient to use it from there. More information can be found in the* ***AVG Admin Console/Network Installer chapter****.*

The **AVG Network Installer Wizard** allows you to remotely install AVG on stations or to create installation scripts for on-site installation.

The wizard can be launched in two ways:

- From the Windows ***Start menu/All Programs/AVG 2011 Remote Administration/AVG Network Installer Wizard***
- From the AVG Admin Console environment - upper menu ***Tools/Install AVG on stations...***

The wizard can be run either in the Basic or Advanced mode. You can select the Advanced mode by selecting the option ***Advanced mode*** at the beginning of the wizard. If the option is not selected, the program will run in the Basic mode (recommended for most users).

This chapter describes the Basic mode, which is intended for users who prefer the easiest method for configuration and installation. The installation will include AVG information and parameters needed for proper and comprehensive functionality.

## 4.1. Remote Installation on Windows XP Home

The installation process on stations with this operating system is the same as installation on stations running the Windows 2003/XP Professional OS. However, due to the restrictions of this older operating system it is not possible to run the automatic installation of the AVG Agent service.

Therefore, before you start AVG installation on all stations with the Windows XP Home operating system, it is necessary to install the AVG Agent service manually, or using the login script.

More information on this topic can be found in the Windows XP Home Remote Installation chapter.

## 4.2. Recommendations for Components

Before installing AVG on stations, please review the following recommendations regarding individual components.

***Note:*** *The basic mode of the AVG Network Installer Wizard does not allow selection of individual components for installation. To choose custom components you will need to use Advanced mode of the Wizard. More information can be found in the* ***AVG Network Installer Wizard Advanced mode*** *chapter*

The following AVG components are designed only for use on regular workstations:

- ***AVG Firewall***
- ***AVG Online Shield***

- ***AVG Personal E-mail Scanner***

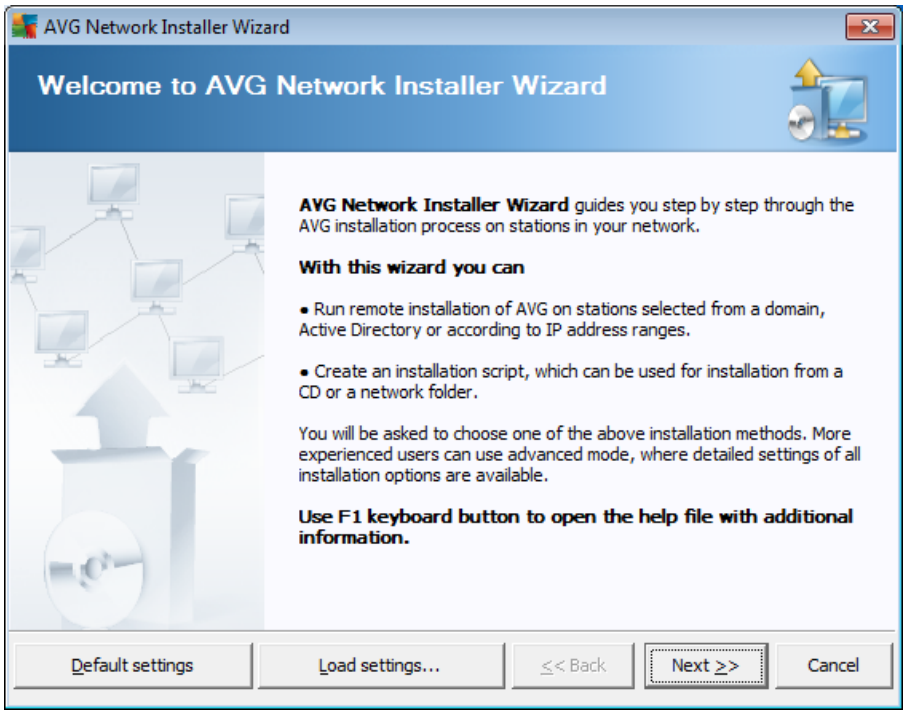
The above components were not tested under a server load. If installed on a server operating system (such as ISA, proxy, e-mail server, terminal server, etc.) the components might cause issues with server communication. To avoid these issues it is not recommended to install the mentioned components on a server operating system.

- ***AVG Link Scanner***

  This component uses a special driver that may require the computer restart in order to successfully update itself. Therefore installing this component to a server environment is not recommended.

***Note:*** *These exceptions do not apply if you only use a computer with some server operating system installed (e.g. Windows Server 2003 etc.) as a standard workstation without server features enabled.*

## 4.3. Welcome




If you have already used the **AVG Network Installer Wizard** before and saved a customized configuration into a configuration file (available in the final step), you can load the settings now by choosing the ***Load settings*** button.

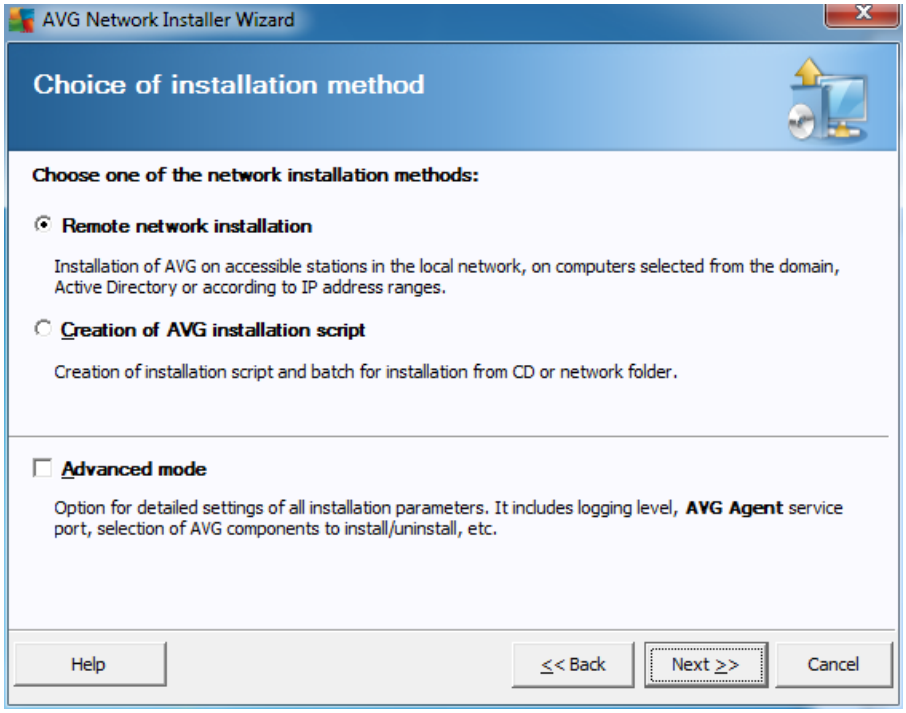
To revert to the original settings preset by default, press the ***Default settings*** button.

During the whole installation process you can decide to save the configuration progress at any time by pressing F2 key or CTRL+S combination. A new dialog will appear allowing you to choose a configuration file name.

To continue, click the ***Next*** button.

## 4.4. Installation Method

To continue in the ***Basic Mode*** leave the option ***Advanced mode*** unselected, otherwise proceed to Advanced Mode chapter.




The dialog window offers the selection between two options for creating and using the installation script:

- ***Remote network installation***

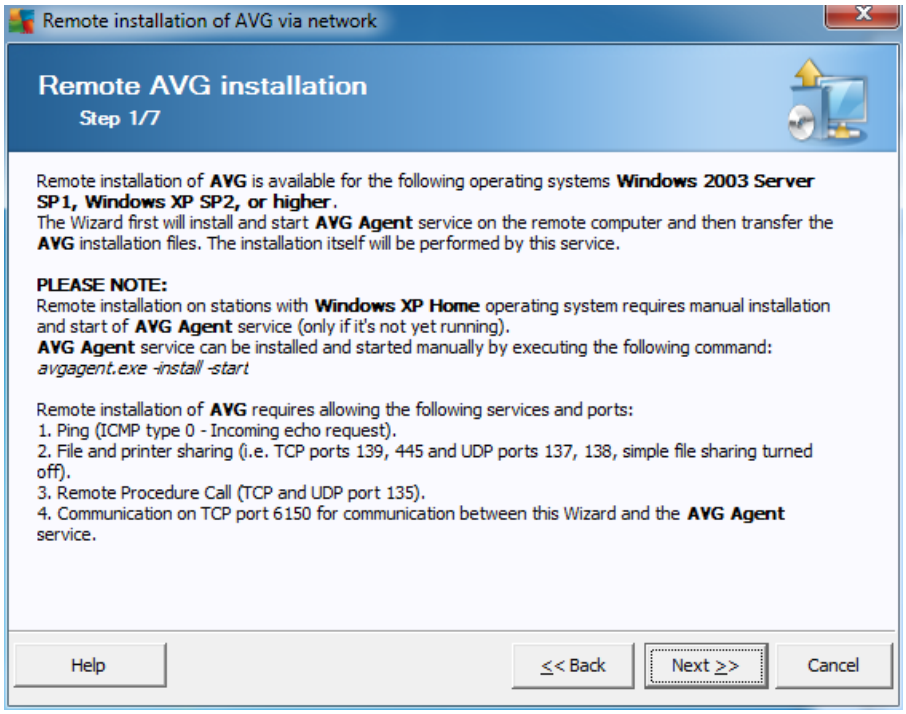
  This option allows you to install AVG on stations available in the local network (computers selected from the domain, Active Directory, according to IP ranges, imported from a list etc.).

  You can also use this option for removing stations from a former AVG Datacenter (and moving them to a new one).

- ***Creation of AVG installation script***

  This option allows you to create an installation script and a batch file for local installation or installation from a removable media/network folder.

## 4.5. Remote Network Installation

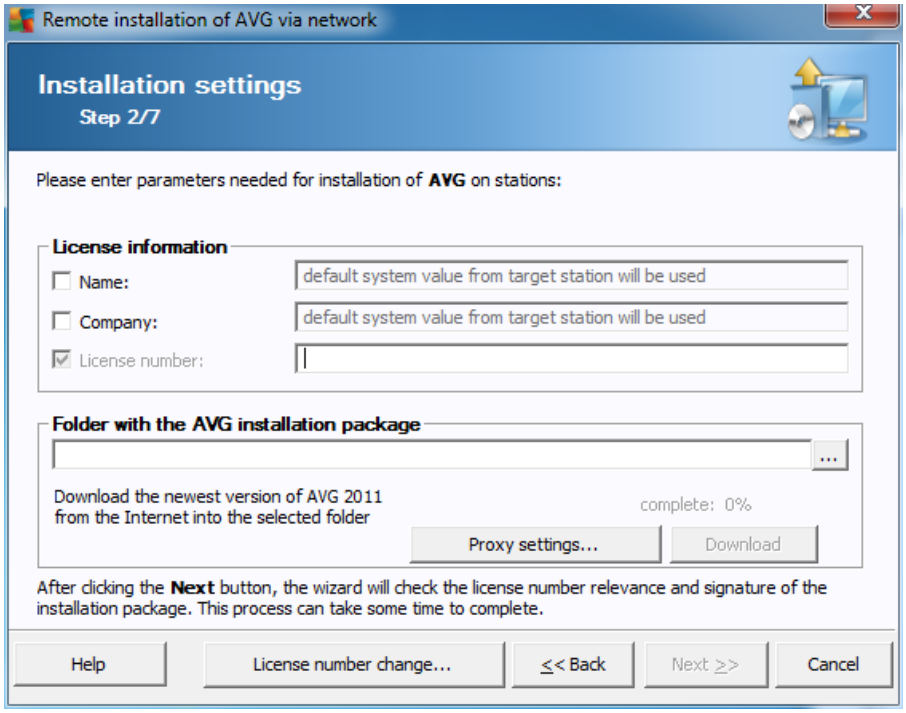



For proper remote installation, the wizard will first install and start the AVG Agent service on the target station, then transfer the AVG installation files and process the installation accordingly.

Before you proceed, please review the network requirements and exceptions regarding remote AVG installation.

You can find more detailed information on the ports settings in the Network Requirements chapter.

The remote installation is not automatically possible on stations with Windows XP Home. Please see the Windows XP Home Remote Installation chapter for more information.




During this step it is necessary to define the following installation parameters:

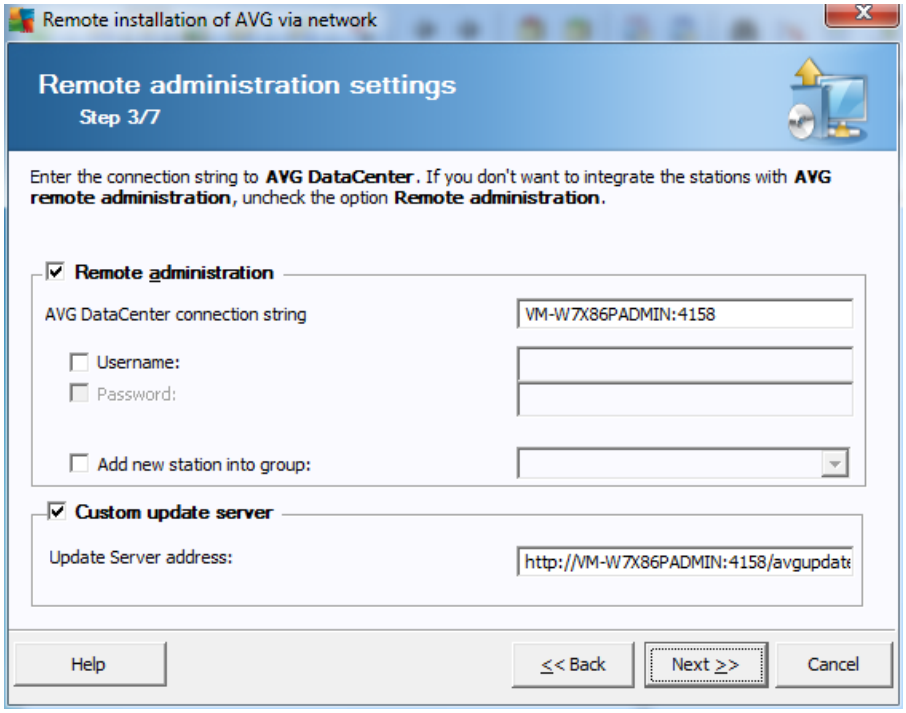
- ***License information*** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to take the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.

- ***Folder with the AVG installation package*** - type in the full path to AVG installation package or use this ... button to select the proper folder.

  If you have not downloaded the package yet, click the ***Download*** button and use the wizard to download the installation file for you into the selected folder. You can view the download progress above the ***Download*** button.

- ***Proxy settings button*** - If you need to use a proxy server to connect to the Internet, you can fill in the proxy server details by clicking the ***Proxy settings*** button.

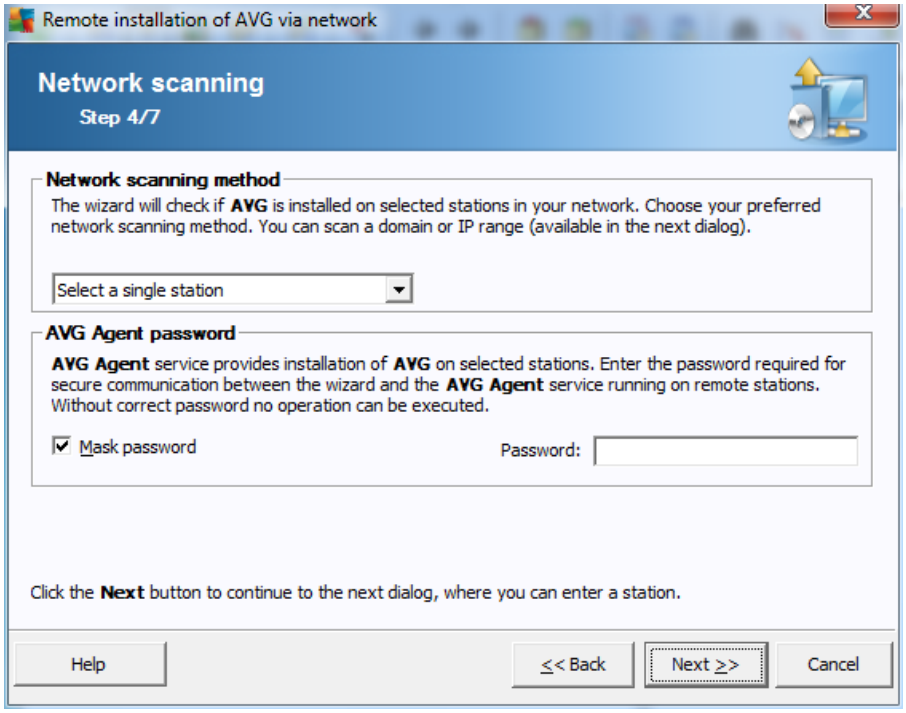
- ***License number change*** - Use this button to input a new license number to be used for remote installations of AVG.




The following options are available in this step.

***Note:*** *If you are unsure about these settings, we recommend keeping the default ones.*

- ***Remote administration*** - Enter the AVG DataCenter connection string into the ***AVG DataCenter connection string*** field. If applicable, also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.
- ***Add new station into group*** - If you prefer to automatically add new station(s) into a custom group, you can choose the group name here.
- ***Custom update server*** - if you already have an existing update server, that you would like to use for your stations, check this box and fill in its address now.




The wizard needs to scan some stations first to find out their status and then install AVG on them.

In the **Network scanning method** section choose from the drop down list, your preferred method for selecting stations. The possible options are as follows:

- ***All stations from the domain*** - this option will scan all stations available in your local domain.

  ***Note:*** *This option is available only if the current computer is part of a domain.*

- ***Enter an IP range*** - this option will allow you to choose a specific range of IP addresses.

- ***Import stations from file*** - a new dialog will appear and you will be able to choose a file with a list of stations to be scanned The source text file should contain one station name or an IP address per line.

- ***Select a single station*** - this option lets you type in a specific Computer name (DNS name) or IP address.

- ***Select from Active Directory*** - allows you to choose specific stations directly from the Active Directory.

  ***Note:*** *This option is available only if the current computer is part of a domain.*

The ***AVG Agent password*** section contains a Password field where you can optionally enter a password to protect communication between the wizard and the **AVG Agent** service on remote stations. Once set, no operations using the wizard can be performed on the remote stations without knowing the password. The password is related to the **AVG Agent** service only, and it does not

influence any other remote station settings.

***Mask password*** checkbox - Selecting this option will prevent the password from being displayed on your computer's monitor.

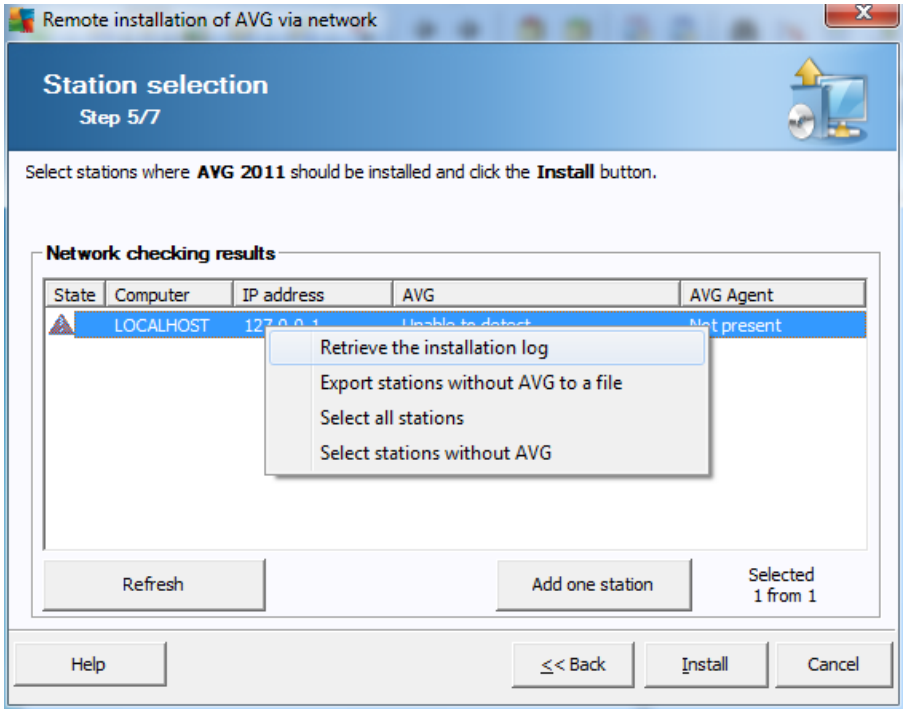
***Note:*** *The installation process on the station is hidden, i.e. a logged user will not be able to interfere with the installation progress.*

***Warning:*** *AVG remote installation can be performed only on stations with the supported operating system installed. See the full list of supported operating systems in the Operating Systems Supported chapter. Also, you need to know a logon username with administrator privileges. On stations running the MS Windows XP Home the AVG installation must be done manually, or using the login script and the AVG Agent service (for details please refer to chapter Remote Installation on Windows XP Home).*

*You may also need to review the Network Requirements chapter.*

### 4.5.1. All Stations from the Domain

If you choose to install AVG remotely on all stations from the domain, the following dialog listing all stations available in the domain will appear:




Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  ***Note:*** *If AVG installation is successful, the* ***AVG Agent*** *will be removed and therefore the*

*installation log will not be possible to retrieve.*

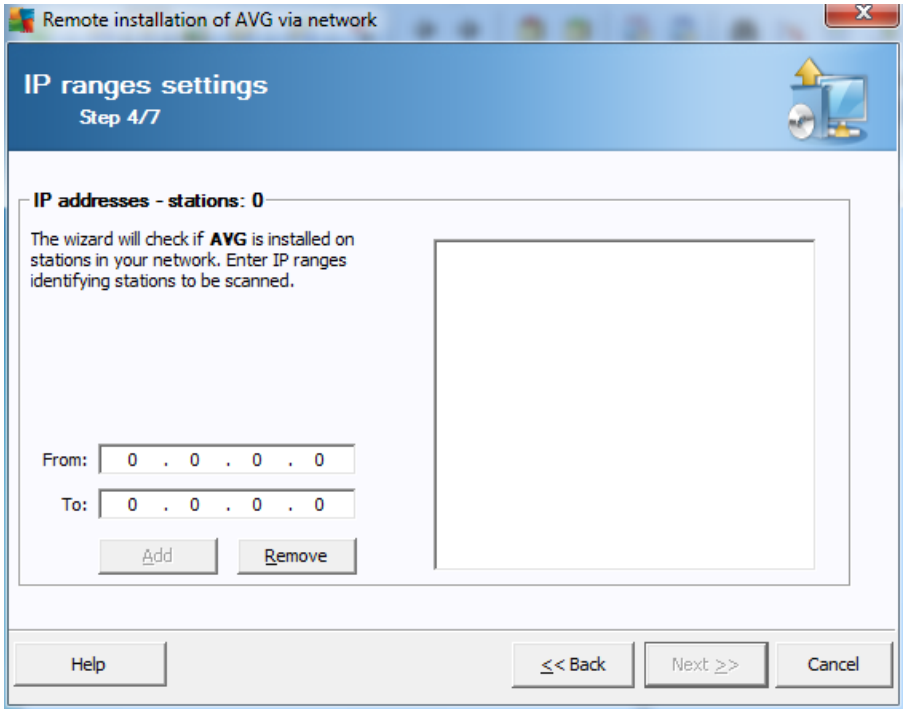
- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.
- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.
- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

### 4.5.2. Enter an IP Range

If you choose to install AVG remotely according to an IP range, the following dialog will appear:

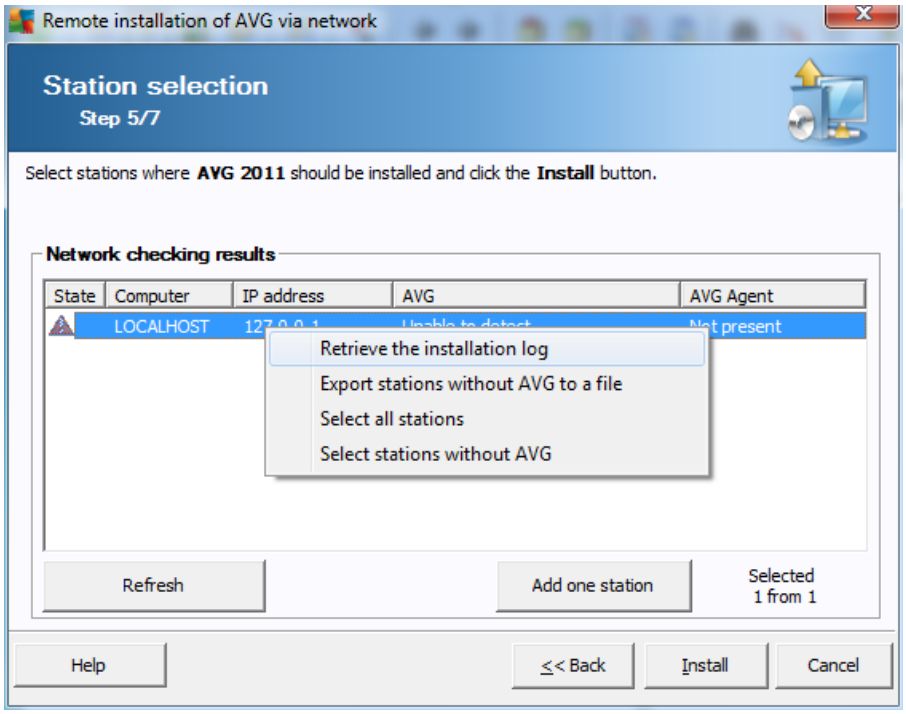



You need to specify the scanning range by entering the IP addresses here. In the ***From*** field enter a starting IP address and in the ***To*** field enter an ending address. Click the ***Add*** button to add the address range into the list.

To delete a range from the right list, simply select the items you wish to remove and click the ***Remove*** button.

Once you finish selecting the IP ranges, click the ***Next*** button to continue. Once done, the **Station**

**selection** window will appear:




Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  ***Note:*** *If AVG installation is successful, the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

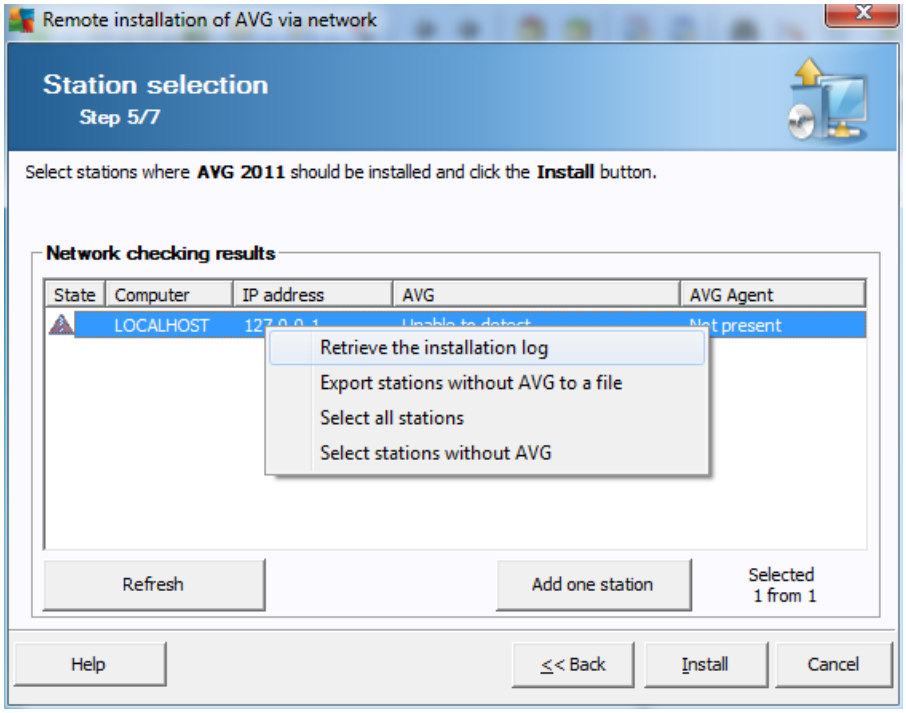
Continue to the Remote network installation - final steps chapter and complete the remote installation process.

### 4.5.3. Import Stations from File

***Note:*** *This option is usually used when migrating stations to another AVG DataCenter. For more information on this topic see the Migrate Stations from/to Different DataCenter chapter.*

If you choose to install AVG remotely on stations selected from a file, you will see a dialog asking for the file. Locate the file and confirm your choice. The source file format contains one station name per line in simple text format.

Once done, the **Station selection** window will appear:




Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  ***Note:*** *If AVG installation is successful, the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

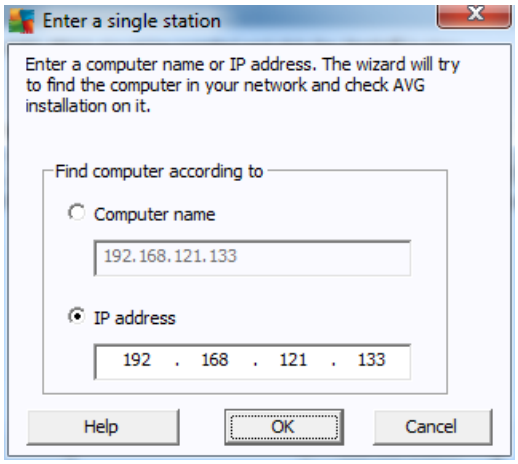
- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

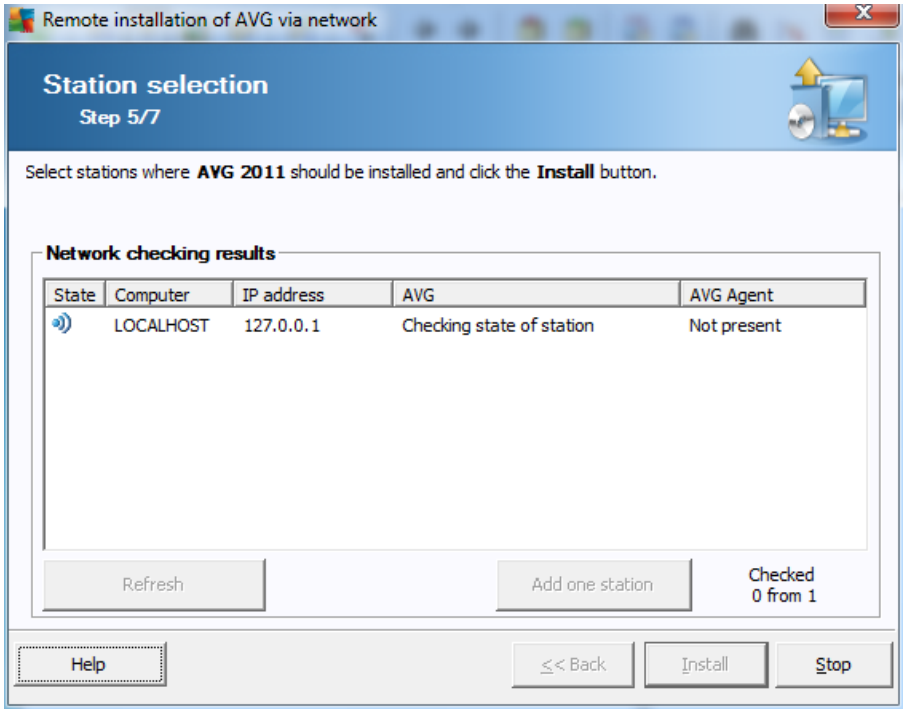
Continue to the Remote network installation - final steps chapter and complete the remote installation process.

### 4.5.4. Select a Single Station

If you choose to install AVG remotely only on a single station, the following dialog will appear:




Click either the ***Computer name*** or ***IP address*** field and fill in the proper name or IP address. Confirm your choice by clicking the ***OK*** button. The process of checking the chosen station for an AVG installation will begin. Once done, the **Station selection** window will appear:




Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  ***Note:*** *If AVG installation is successful, the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

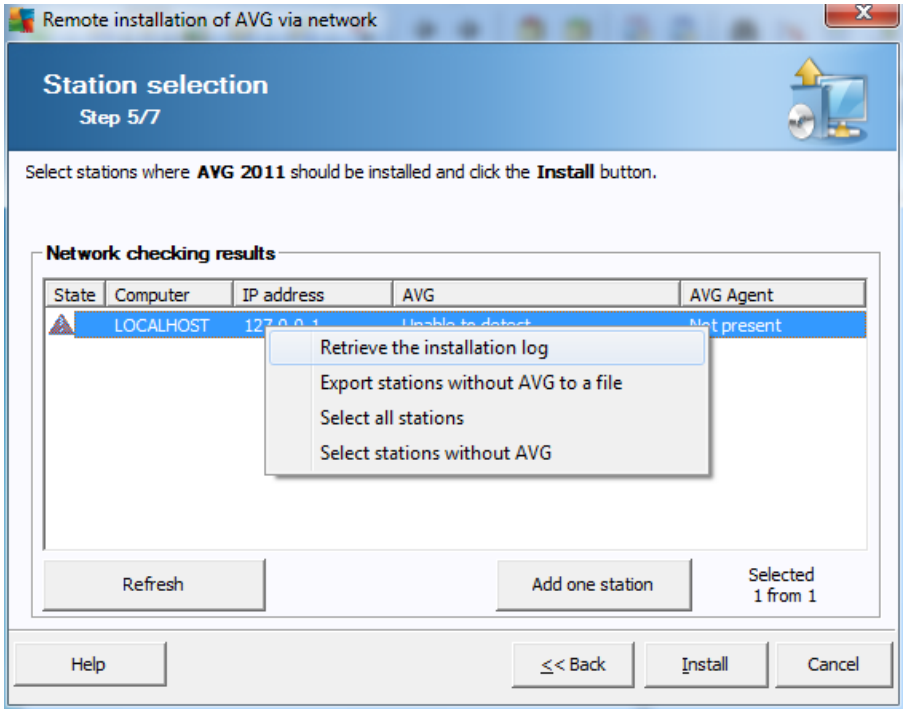
The ***Refresh*** button will reload the state of all stations in the list by scanning them again. The ***Add one station*** will allow you to add another single station.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

### 4.5.5. Select from Active Directory

If your network is domain-based, you can choose to install AVG remotely on stations selected from the Active Directory. A new dialog will pop up (standard Windows dialog for selecting computers). You can choose multiple stations (separate the values by a semicolon) either by entering the station names manually or by using the dialog advanced features for searching.

Once done, the **Station selection** window will appear:




Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  ***Note:*** *If AVG installation is successful, the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

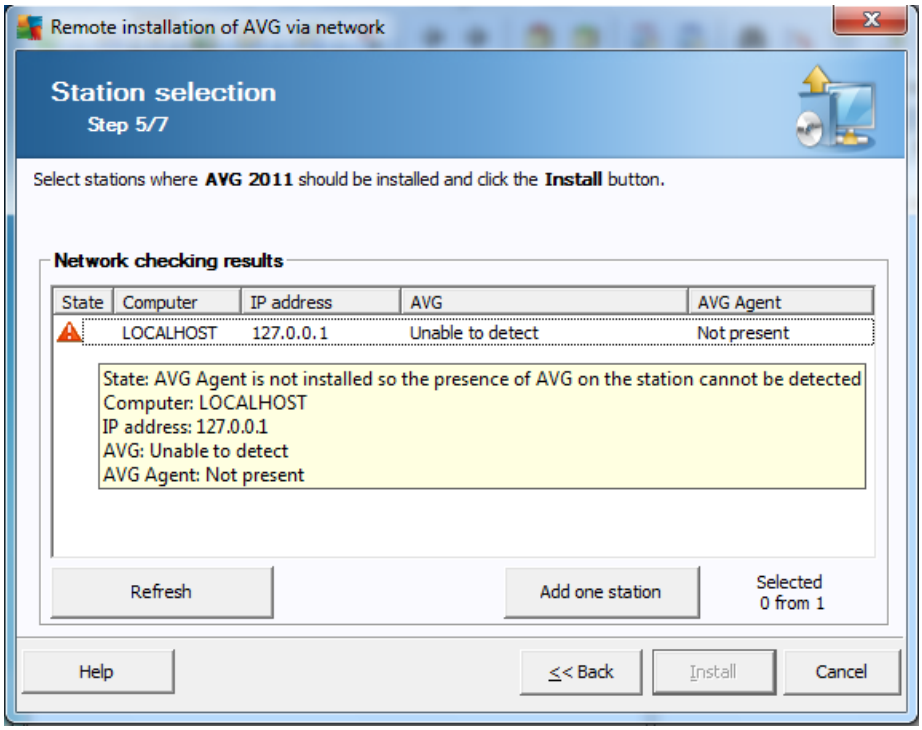
- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

## 4.6. Remote network installation - final steps

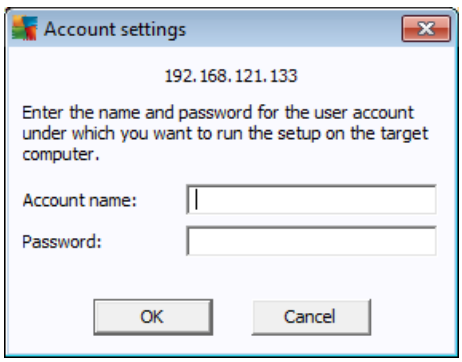



Additionally, you may display a so called 'tool tip' when pointing to a station in the list for a few seconds. The tool tip contains an overview of the station state and other details.

Once you are ready to proceed, select the desired stations and click on the ***Install*** button to begin remote installation.

If you selected only some stations from the list, AVG installation will be performed on these stations only. Otherwise installation will be performed on all listed stations.

If your access rights are not sufficient for **AVG Agent** service installation on the remote station, you will be asked for the domain administrator's login/password during installation.




Enter an username with the administrator privileges (an username that is member of the

administrator's group). Confirm by clicking OK.

If there is no common administrator account for all stations (with the same login name and password) you will be asked separately for every station.

Pressing the ***Cancel*** button will cause the current station installation to be skipped, and the wizard will continue installation on the next station in the list.

AVG will then be transferred to the station and installed. You will see on each line, if the installation was successful (however it may take some time to process).

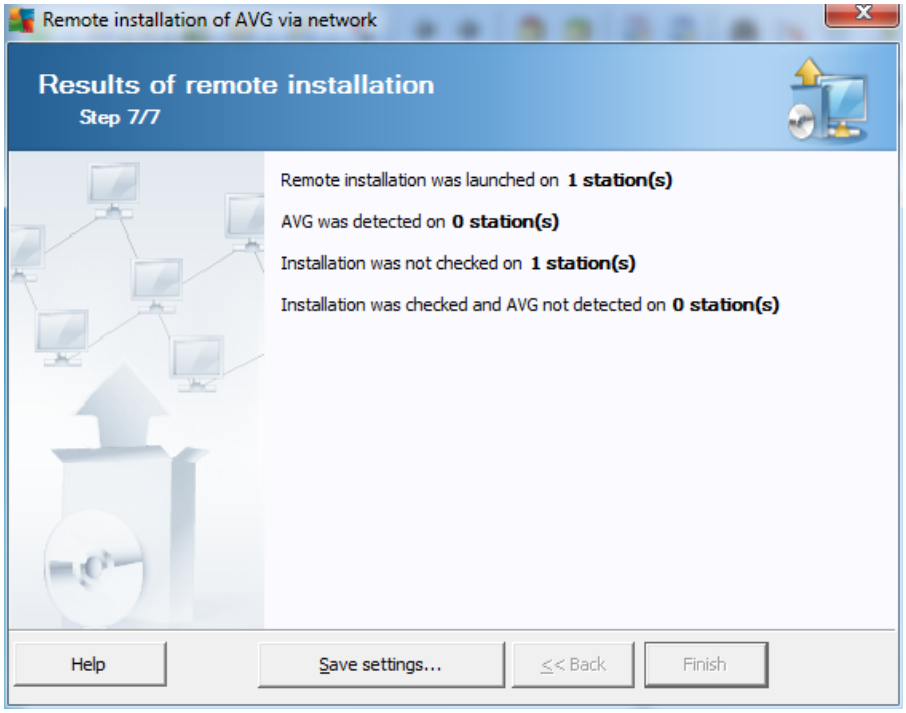
Once all your stations receive the installation files and finish the installation process, you will be able to leave this dialog by clicking the ***Next*** button.

***Note:*** *You can later review recently installed stations from the* ***AVG Admin Console*** *either in the* ***Stations/New stations*** *or in the group chosen during the Remote administration settings dialog.*

*To list recently installed stations that remain in an incorrect state (because of some remote installation failure), navigate to the* ***Stations/Non-compliant stations****.*

*Also, on Windows XP SP2/Windows 7/Vista or possibly higher with Windows Firewall enabled the AVG Agent, once installed, will automatically create a communication rule and allow its execution and network communication.*

The final dialog contains a short overview of activity on the station(s).



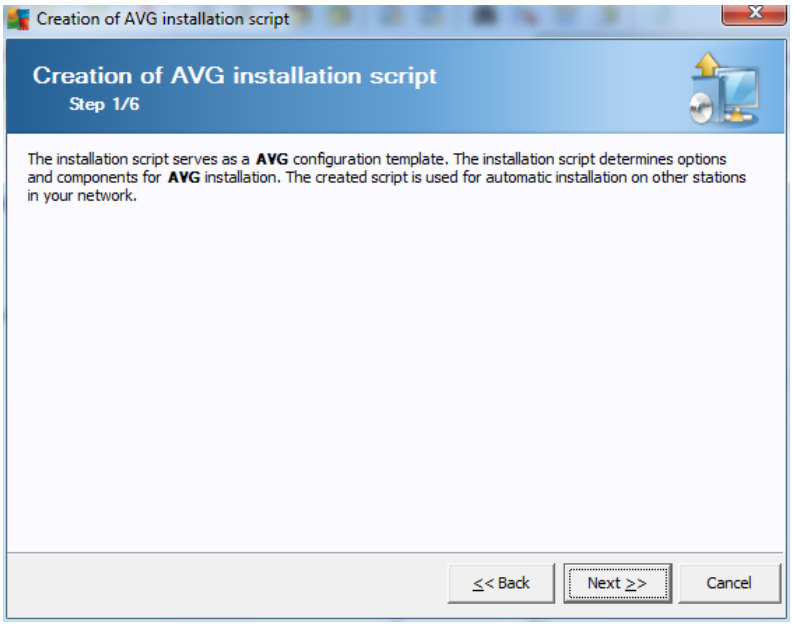

The ***Save settings*** button allows you to save the previously selected configuration. You can then reuse it when running this wizard again simply by loading the settings at the very beginning.

Click ***Finish*** button to close the wizard.

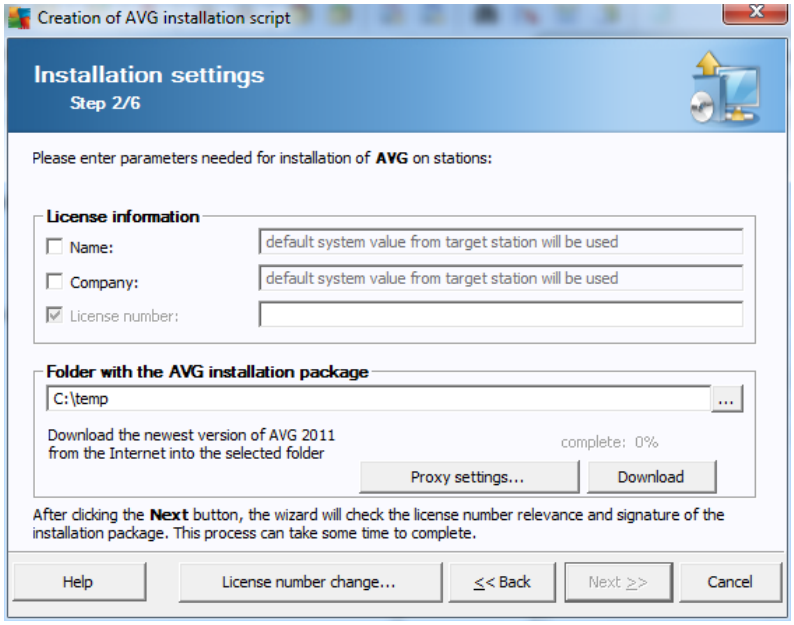
## 4.7. Creation of AVG Installation Script

Selecting the ***Creation of AVG installation script*** option, the wizard will create an installation script in a selected directory. The content of the directory can then be used for installation from CD, network folder or copied directly to a station.

This option does not offer the possibility of remote installation to the network stations or servers.



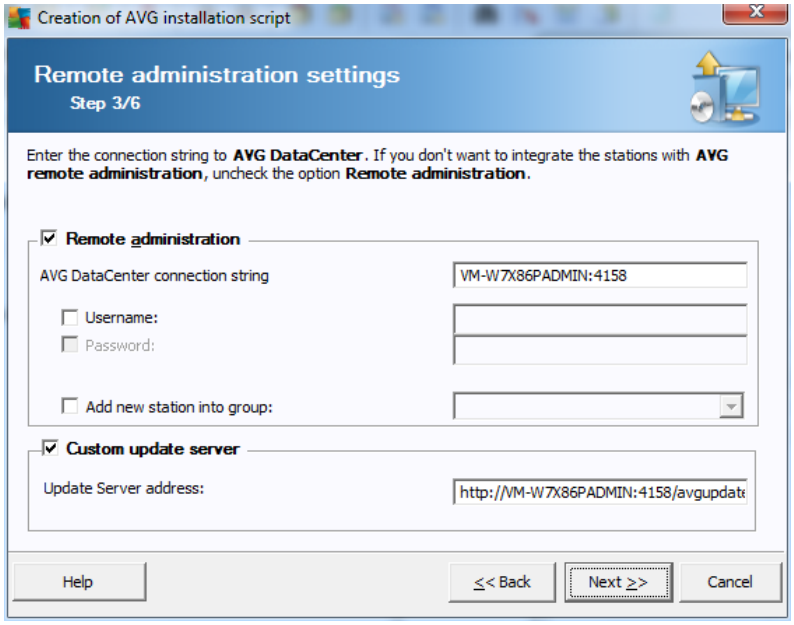

The first step contains an overview of this option. Click ***Next*** to continue.




During this step it is necessary to define the following installation parameters:

- ***License information*** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to use the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.
- ***Folder with the AVG installation package*** - type in the full path to the AVG installation package or use this ... button to select the correct folder.

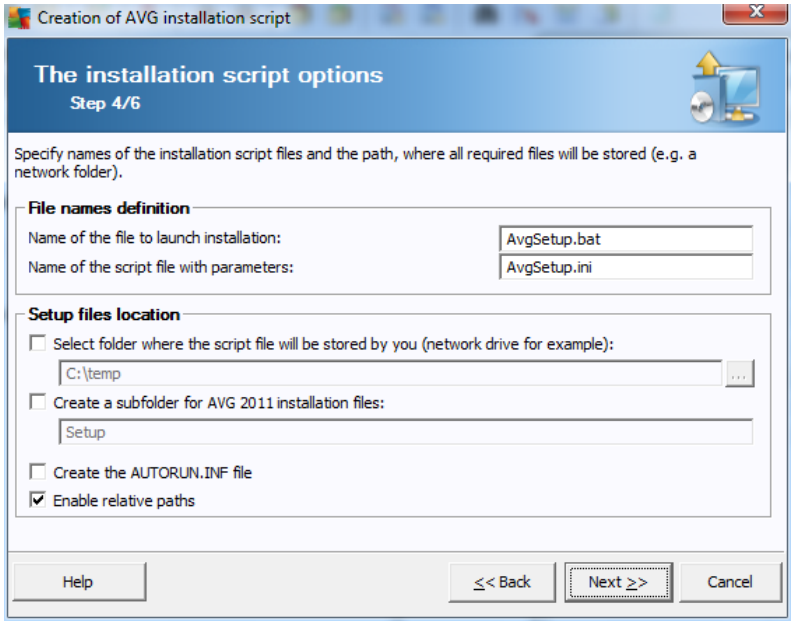
  If you have not downloaded the package yet, click the ***Download*** button and use the wizard to download the installation file for you into the selected folder. You can view the download progress above the ***Download*** button.
- ***Proxy settings button*** - If you need to use a proxy server to connect to the Internet, you can fill in the proxy server details by clicking the ***Proxy settings*** button.
- ***License number change*** - Use this button to input a new license number to be used for remote installations of AVG.




The following options are available in this step.

***Note:*** *If you are unsure about these settings, we recommend keeping the default ones.*

- ***Remote administration*** - Enter the AVG DataCenter connection string to the ***AVG DataCenter connection string*** field. If applicable, also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.
- ***Add new station into group*** - If you prefer to automatically add new station(s) into a custom group, you can choose the group name here.
- ***Custom update server*** - if you already have an existing update server that you would like to use for your stations, check this checkbox and fill in its address now.



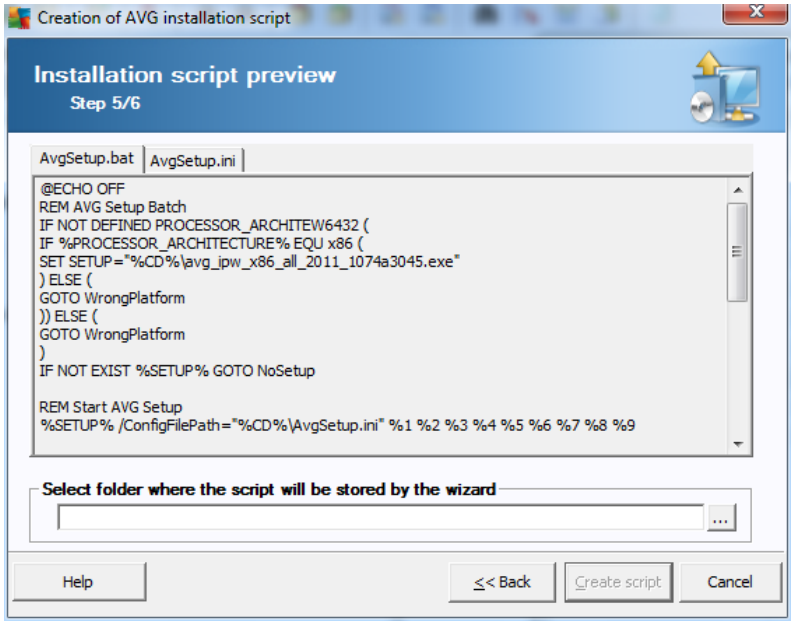

In this step you may specify names of the installation script files, their storage and other options.

In the ***File names definition*** define these options:

- ***Name of the file to launch installation*** - type in a custom name for the file, that will be used for launching the installation. The file extension must be ***.bat***.
- ***Name of the script file with parameters*** - type in a custom name for the script parameters file. The file extension must be ***.ini***.

In the ***Setup files location*** define these options:

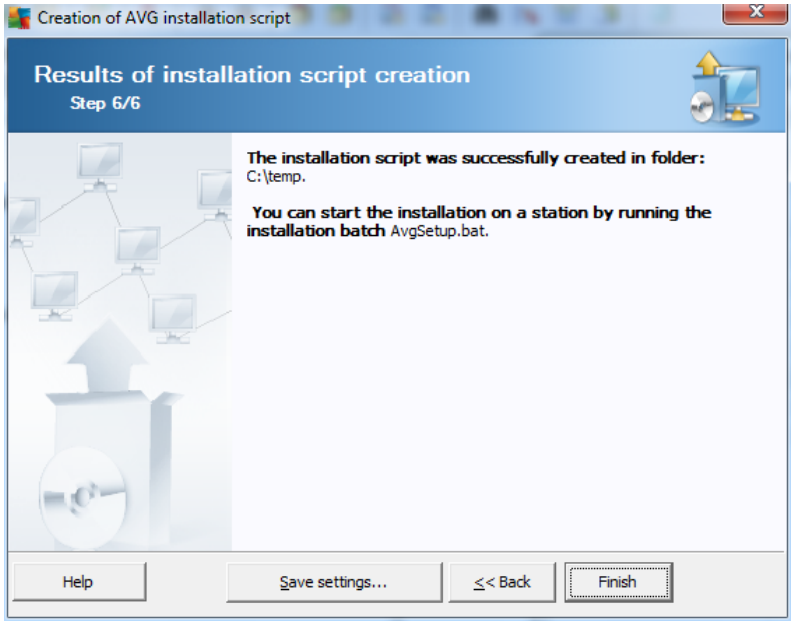
- ***Select folder where the installation script file will be stored*** - Tick this checkbox and choose a custom directory for storing the installation script.
- ***Create a subfolder for AVG 2011 installation files*** - Tick this checkbox if you prefer AVG setup files to be stored in a subfolder.
- ***Create the AUTORUN.INF file*** - If you plan to put your script on a CD/DVD or USB Flash disk from which you would like to start the AVG installation automatically once inserted, tick this checkbox and the AUTORUN.INF file will be created.
- ***Enable relative paths*** - We recommend keeping this option checked. Relative path means, that it is relative to the current source directory (for example if your source disk drive and path is c:\avginstallation and you uncheck this option, the output script will then look for the installation files in the exactly same path, which will be most likely different on the target station, where you will execute it and therefore script would not work.)




This step contains a preview of both setup and configuration files. The first tab contains information about the setup file and the second contains information about the presets.

If you have not done so already, fill in the output path in the ***Select folder where the script will be stored*** section.

Click the ***Create script*** button to compile and save the installation script to the selected location.




The ***Save settings*** button allows you to save the previously selected configuration. You can reuse it when running this wizard again simply by loading the settings at the very beginning.

Click the ***Finish*** button to close the wizard.

There are several options for how to use the produced script file. Here are the two most common examples:

**To use the script saved to a folder:**

1. Copy the whole contents of the previously chosen folder to your station.

   ***Note:*** *If you used a network folder for storing the script, you can navigate to that folder directly over the network.*

2. On the station navigate to this folder and run the AvgSetup.bat file.

3. The command line window will appear and the installation will begin.

4. Once the installation is completed, the window will close automatically.

You can also put the script on a removable device, such as an external hard drive, USB flash disk etc.

**To use the script from a removable device:**

1. Insert the removable device to your station.

2. If the autorun feature is enabled in the station's operating system and you chose to create the autorun.inf file during script preparation, the installation will start automatically.

3. If not, open the removable device disk letter and run the AvgSetup.bat file manually.

4. The command line window will appear and the installation will begin.

5. Once the installation is completed, the window will close automatically.

# 5. AVG Network Installer Wizard Advanced Mode

***Note:*** *This chapter describes the standalone version of* ***AVG Network Installer Wizard****. As it is also included directly within the AVG Admin Console, it might be more convenient to use it from there. More information can be found in the* ***AVG Admin Console/Network Installer chapter****.*

The **AVG Network Installer Wizard** in **Advanced mode** allows you to remotely install AVG on stations or to create installation scripts for on-site installation.

The Advanced mode is intended for experienced users who want to manually configure the installation script (functionality, parameters, AVG behavior) according to their own needs.

The wizard can be launched in two ways:

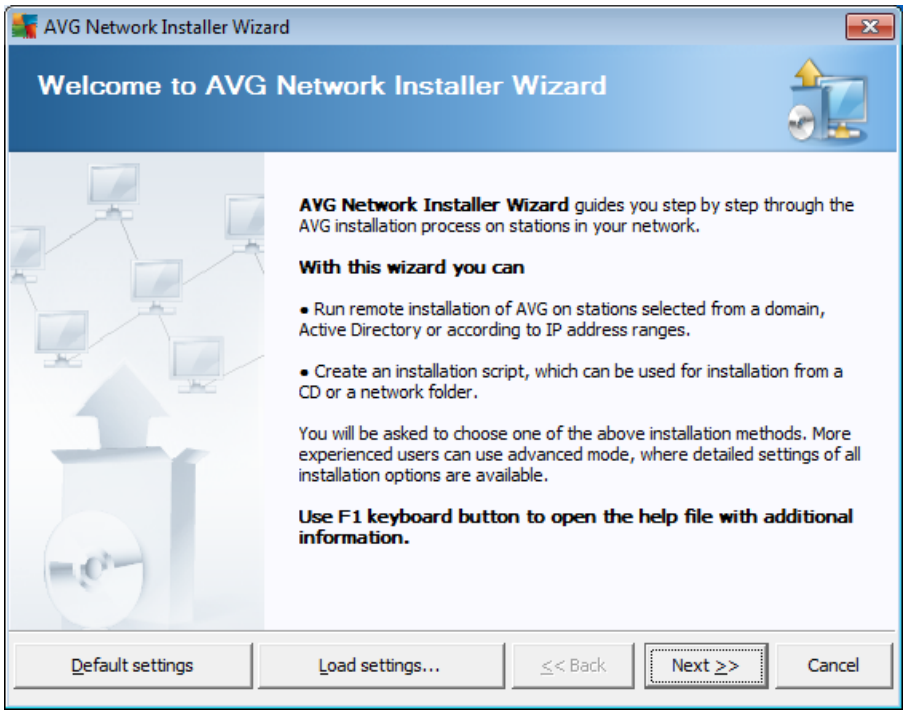
- From the Windows ***Start menu/All Programs/AVG 2011 Remote Administration/AVG Network Installer Wizard***
- From the AVG Admin Console environment - upper menu ***Tools/Install AVG on stations...***

The wizard can be run either in the Basic or Advanced mode. You can select the Advanced mode by selecting the option ***Advanced mode*** in the second step. If the option is not selected, the program will run in the Basic mode (recommended for most users).

**This chapter describes the Advanced mode.**

***Note:*** *Please review the Recommendations for Components chapter before proceeding with remote installations of AVG.*

## 5.1. Welcome




If you have already used the **AVG Network Installer Wizard** before and saved a customized configuration into a configuration file (available in the final step), you can load the settings now by choosing the ***Load settings*** button.

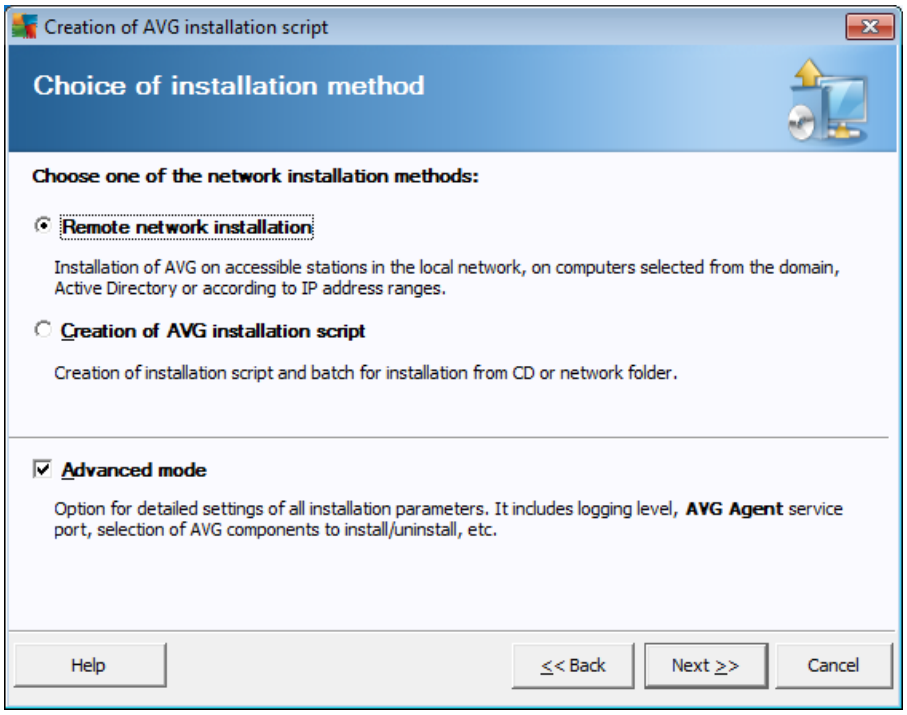
To revert to the original settings preset by default, press the ***Default settings*** button.

During the whole installation process you can decide to save the configuration progress at any time by pressing F2 key or CTRL+S combination. A new dialog will appear allowing you to choose a configuration file name.

To continue, click the ***Next*** button.

## 5.2. Installation Method

To continue in the ***Advanced mode*** check the ***Advanced mode*** checkbox, otherwise proceed to the Basic Mode chapter.




The dialog window offers the selection between two options for creating and using the installation script:

- ***Remote network installation***

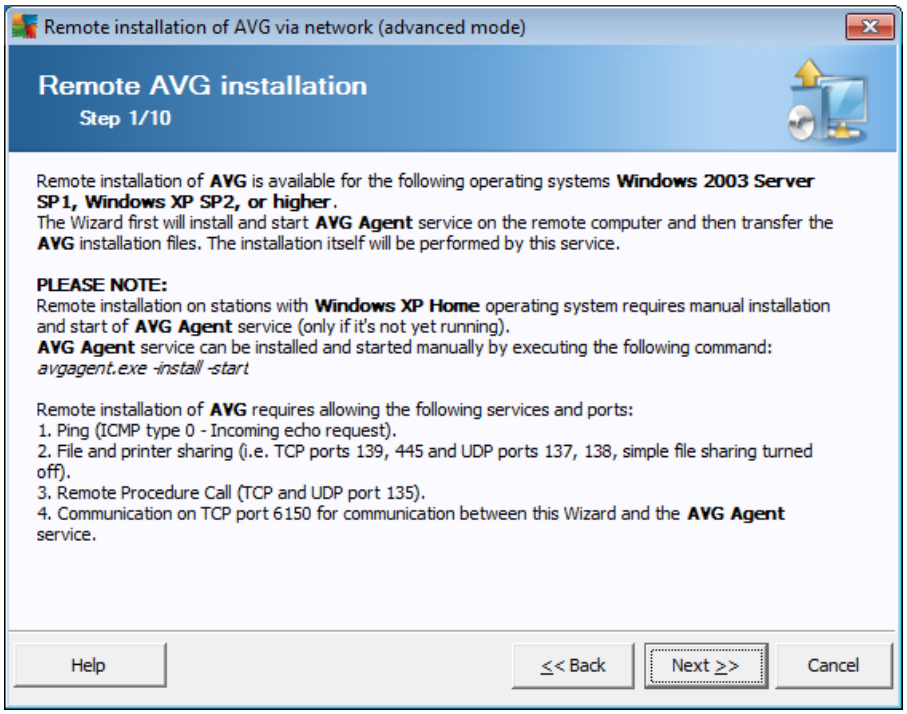
  This option allows you to install AVG on stations available in the local network (computers selected from the domain, Active Directory, according to IP ranges, imported from a list etc.).

  You can also use this option for removing stations from a former AVG Datacenter (and transferring them to a new one).

- ***Creation of AVG installation script***

  This option allows you to create an installation script and a batch file for local installation or installation from a removable media/network folder.

## 5.3. Remote Network Installation

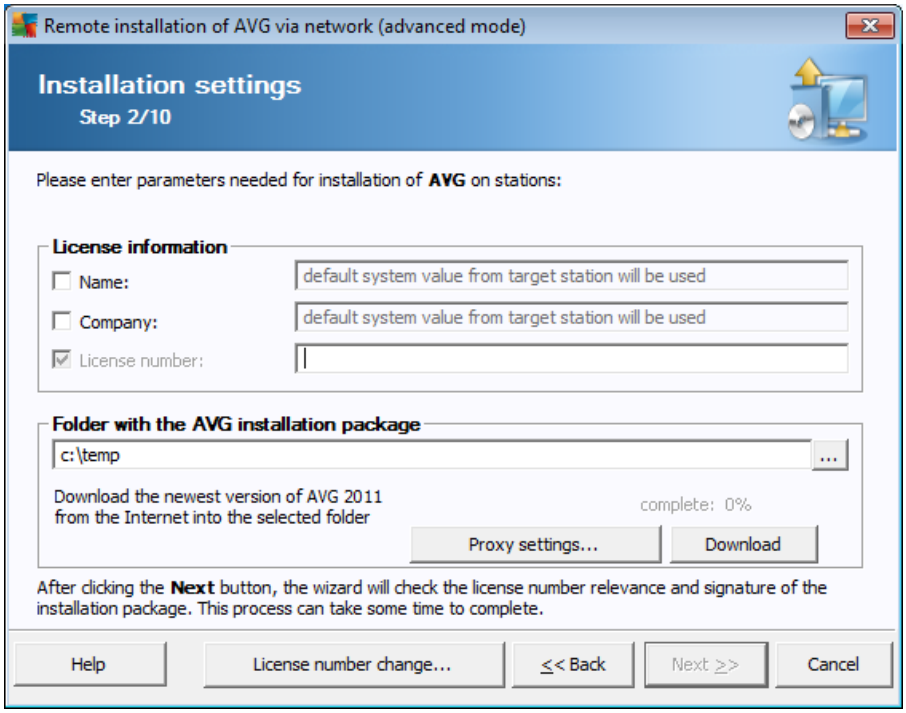



For correct remote installation, the wizard will first install and start the AVG Agent service on the target station, then transfer the AVG installation files and process the installation accordingly.

Before you proceed, please review the network requirements and exceptions regarding remote AVG installation.

You can find more detailed information on the port settings in the Network Requirements chapter.

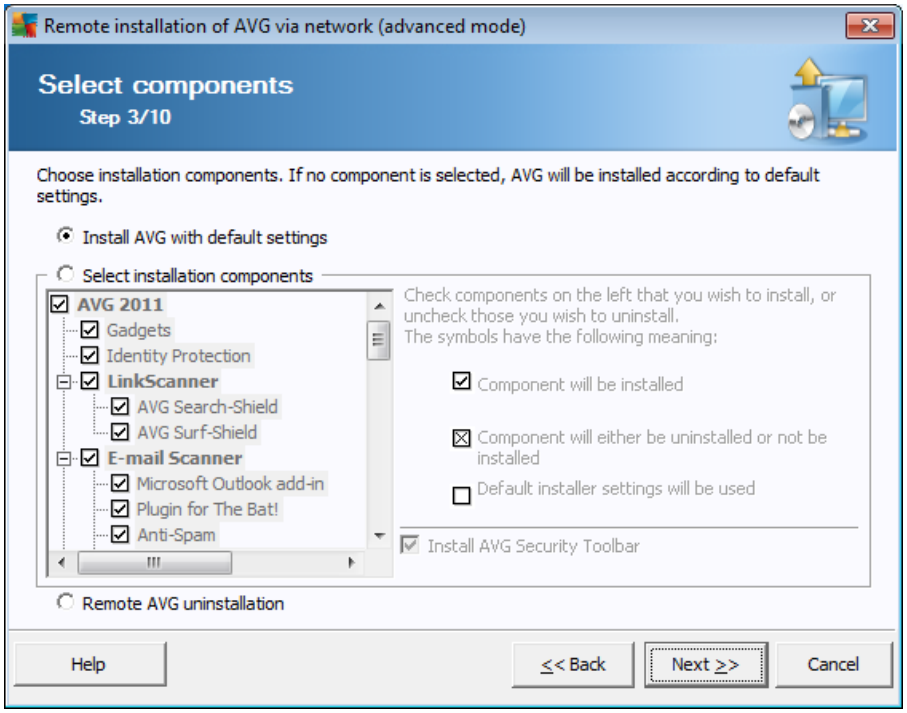
The remote installation is not automatically possible on stations with Windows XP Home. Please see the Windows XP Home Remote Installation chapter for more information.




During this step it is necessary to define the following installation parameters:

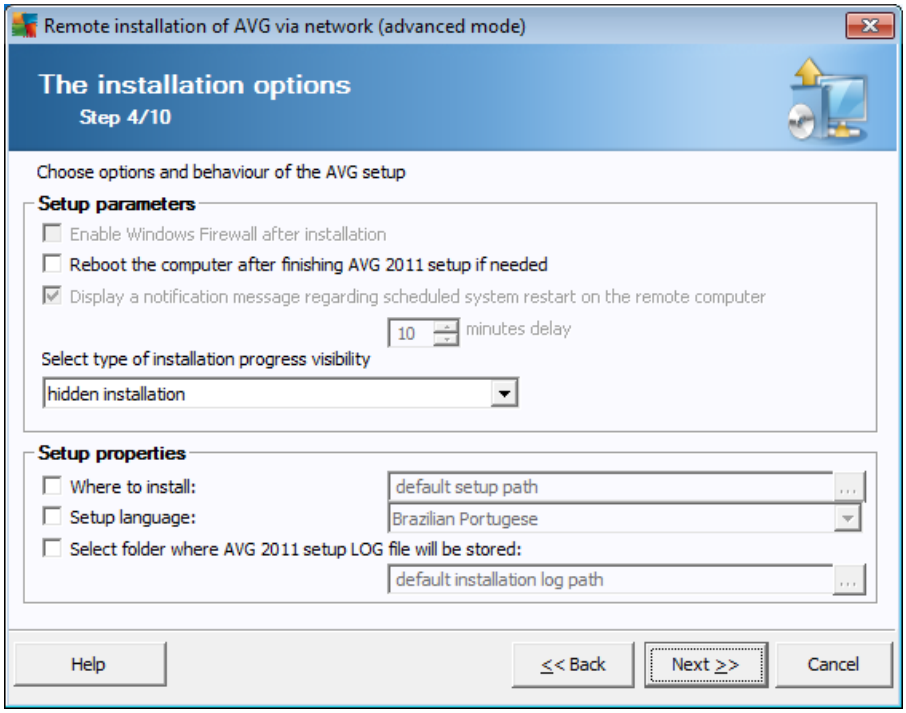
- ***License information*** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to use the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.
- ***Folder with the AVG installation package*** - type in the full path to the AVG installation package or use this ... button to select the proper folder.

  If you have not downloaded the package yet, click the ***Download*** button and use the wizard to download the installation file for you into the selected folder. You can view the download progress above the ***Download*** button.
- ***Proxy settings button*** - If you need to use a proxy server to connect to the Internet, you can fill in the proxy server details by clicking the ***Proxy settings*** button.
- ***License number change*** - Use this button to input a new license number to be used for remote installations of AVG.




In this step, you can choose if you wish to install AVG with default settings or select custom components.

- ***Install AVG with default settings*** - Choose this option if you prefer the default components to be installed.
- ***Select installation components*** - Select this option to view a tree structure offering a list of AVG components that can be either installed or uninstalled. From the list of components select:
  - Components that should be installed, and mark them like this ☑
  - Components that should be uninstalled or not installed, and mark them like this ☒
  - The default settings will be used for components that you leave blank (☐).
- ***Remote AVG uninstallation*** - allows AVG removal.
- ***Install AVG Security Toolbar*** - choose to install AVG Security Toolbar. AVG's Security Toolbar is powered by LinkScanner technology which lets you know whether the sites you are about to visit are safe. Among other features it helps you also to surf the Internet more easily.




In the ***Setup parameters*** section you can choose from the following options:

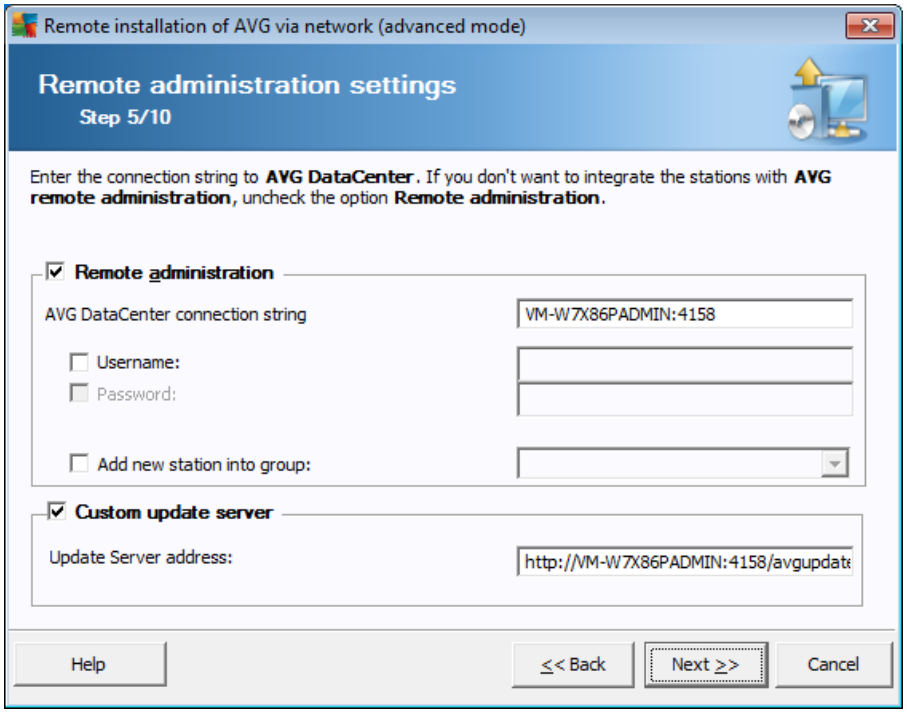
- ***Enable Windows Firewall after installation*** - in case you are not going to install AVG Firewall component, you can choose to enable Windows Firewall as soon as the installation is completed.
- ***Reboot the computer after finishing AVG 2011 setup if needed*** - in certain cases (Firewall component installation for example) a computer restart may be required to complete the installation process.
- ***Display a notification message regarding scheduled system restart on the remote computer*** - If the previous checkbox is checked, you can also define a delay before the restart will take place. The default value is ten minutes.
- ***Select type of installation progress visibility*** - from the drop down menu select one of the following:
    - ***hidden installation*** - no information will be displayed to the currently logged user during the setup process.
    - ***show installation progress only*** - the installation will not require any user attention, but the progress will be fully visible on the station.
    - ***show installation wizard*** - the installation will be visible on the station and the currently logged user will need to manually confirm all steps.

In the ***Setup properties*** section you can choose from the following options:

- ***Where to install*** - if you prefer a customized target location for installation, you can choose it by entering the path here. We recommend keeping the default settings.

- ***Setup language*** - choose a default custom language for AVG installation and user interface.

- ***Select folder where AVG 2011 setup LOG file will be stored*** - if you prefer a custom location for setup log files, select it here (the folder must already exist on the target station).



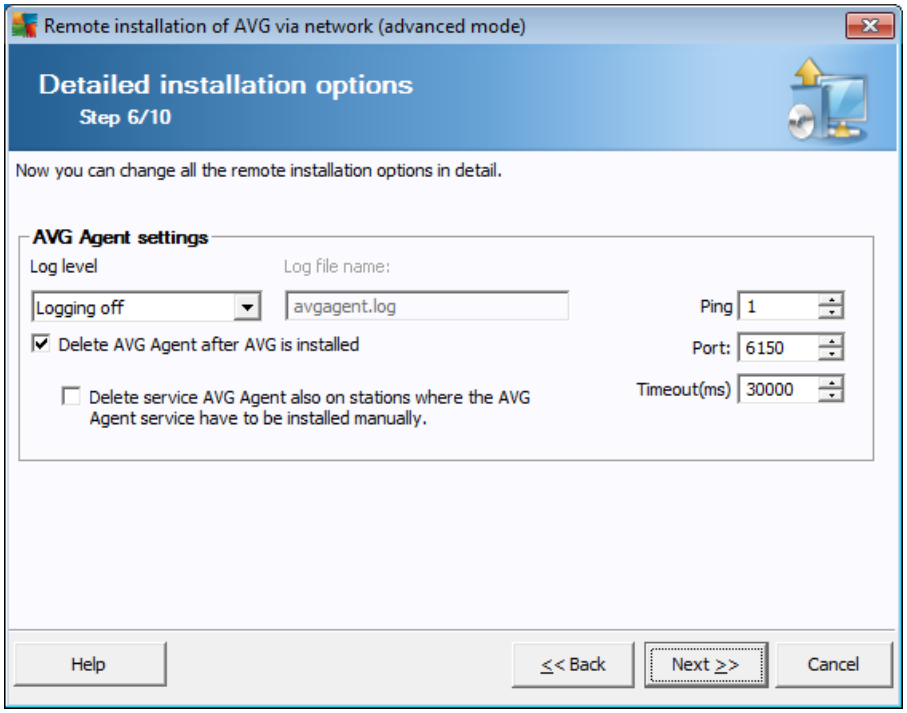

The following options are available in this step.

***Note:*** *If you are unsure about these settings, we recommend keeping the default ones.*

- ***Remote administration*** - Enter the AVG DataCenter connection string into the ***AVG DataCenter connection string*** field. If applicable also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.

- ***Add new station into group*** - If you prefer to automatically add new station(s) into a custom group, you can choose the group name here.

- ***Custom update server*** - if you already have an existing update server that you would like to use for your stations, check this checkbox and fill in its address now.




The ***AVG Agent settings*** section contains the following options:

The ***Log Level*** option allows you to specify the logging detail level:

- ***Errors only*** – only application's run related errors are logged – such as unauthorized connection attempts, network timeouts and so on.
- ***Detailed*** – information on the operations requested and performed by the service on a station.
- ***Debug*** – very detailed records covering the program diagnostics. After selecting this level, the log files will be very large.
- ***Logging off*** - no logs will be saved (default).

If you choose a logging level option other than Logging off, the ***Log file name*** field will become active:

***The Log file name*** – fill in the name of the log file. The AVG Agent service will store the log files under the selected name on remote stations, where the service should be installed. If you do not enter the absolute path (e.g. C:\avgagent.log), the directory containing the avgagent.exe file (typically the C:\Windows or C:\WinNT directory) will be used for storing the log file.

***Note:*** *Log files are not deleted or decreased automatically, if the path for storing them has been changed! If you use the logging function, you should delete the logs manually once you have analyzed them.*

- ***Delete AVG Agent after AVG is installed*** - this option will automatically remove the AVG Agent from the station, once AVG is successfully installed.

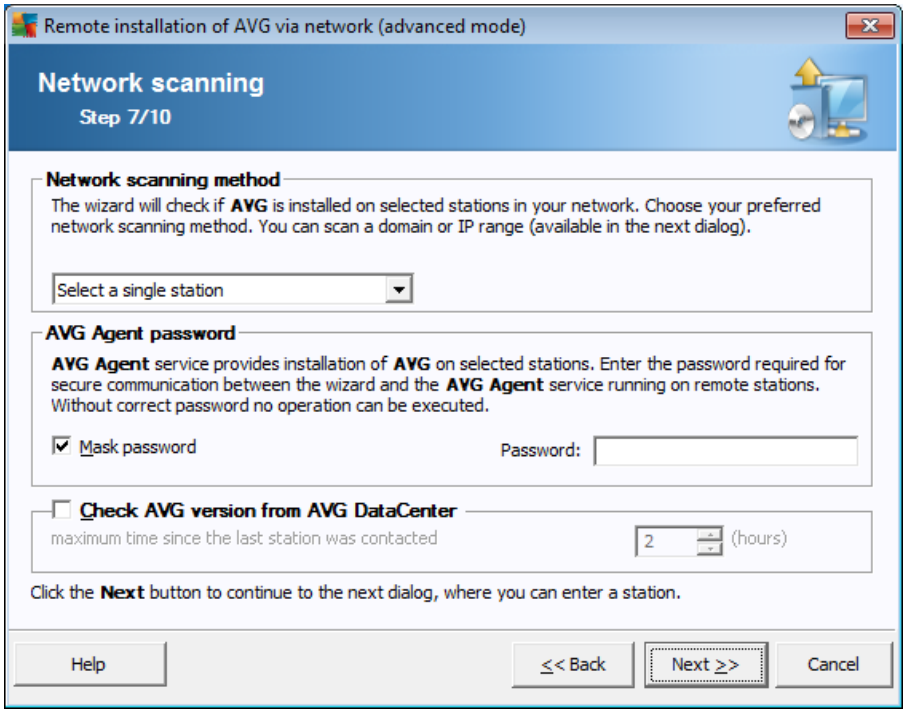
- ***Delete service AVG Agent also on stations where the AVG Agent service have to be installed manually*** - this option will automatically remove the AVG Agent (once AVG is successfully installed) also from stations where the AVG Agent cannot be installed automatically (not recommended).

The right part of the section offers the following options:

- ***Ping*** – number of ping operations to be used while detecting availability of a remote station. If the wizard does not receive a response to all of the ping queries, it will consider the station to be unavailable and will not offer it for further operations.

- ***Port*** – TCP/IP communication port, where the AVG Agent service listens for the wizard connection. The default value is 6150 and usually there is no need to change this.

- ***Timeout*** – the AVG Agent and wizard communication timeout value in milliseconds. When there is no response within the specified value in the AVG Agent and wizard communication process, the connection is terminated with an error. If you have a very busy network or the stations with AVG installed are very slow, you can increase this timeout value to prevent connection timeout errors.




The wizard needs to scan some stations first to find out their status and then install AVG on them.

In the **Network scanning method** section choose from the drop down list, which method for selecting stations you prefer. The possible options are as follows:

- ***All stations from the domain*** - this option will scan all stations available in your local domain.

***Note:*** *This option is available only if the current computer is part of a domain.*

- ***Enter an IP range*** - this option will allow you to choose a specific range of IP addresses.
- ***Import stations from file*** - a new dialog will appear and you will be able to choose a file with a list of stations to be scanned. The source text file should contain one station name or an IP address per line.
- ***Select a single station*** - this option lets you type in a specific Computer name (DNS name) or IP address.
- ***Select from Active Directory*** - allows you to choose specific stations directly from the Active Directory.

  ***Note:*** *This option is available only if the current computer is part of a domain.*

The ***AVG Agent password*** section includes a Password field where you can optionally enter a password to protect communication between the wizard and the **AVG Agent** service on remote stations. Once set, no operations using the wizard can be performed on the remote stations without knowing the password. The password is related to the **AVG Agent** service only, and it does not influence any other remote station settings.

***Mask password*** checkbox - Selecting this option will prevent the password from being displayed on your computer's monitor.

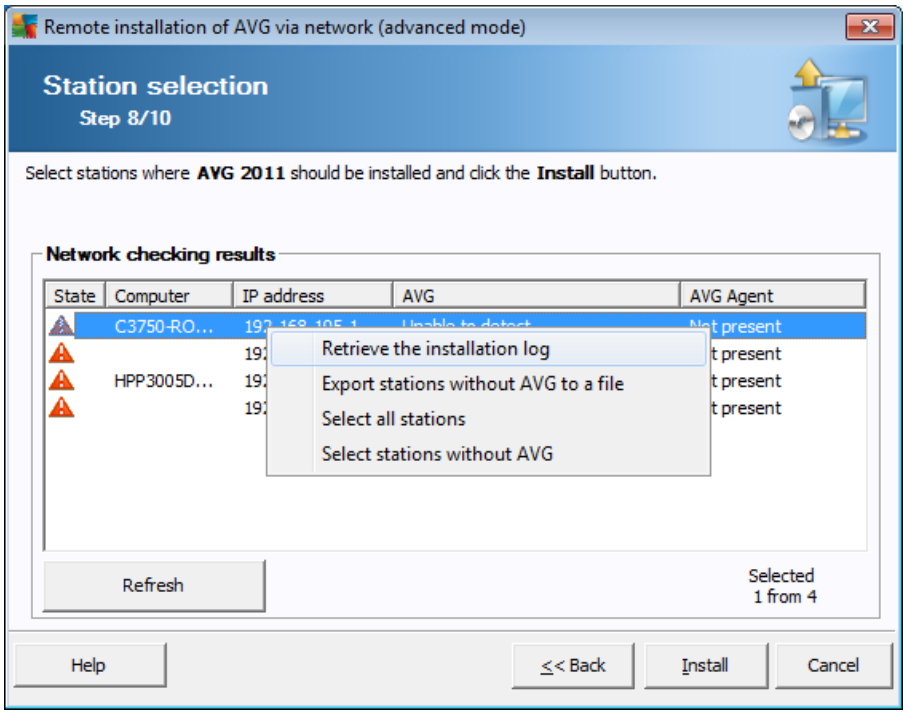
- ***Check AVG version from AVG DataCenter*** - check this option if you want the wizard to try obtaining information about AVG version on each station from the AVG DataCenter (if available). Fill into the ***Maximum time since the last station was contacted*** field a value (in hours) that will indicate the maximum time since the last contact with such station.

***Warning:*** *AVG remote installation can be performed only on stations with the supported operating system installed. See the full list of supported operating systems in the Operating Systems Supported chapter. Also, you need to know a logon username with administrator privileges. On stations running the MS Windows XP Home the AVG installation must be done manually, or using the login script and the AVG Agent service (for details please refer to chapter Remote Installation on Windows XP Home).*

You may also need to review the Network Requirements chapter.

### 5.3.1. All Stations from the Domain

If you choose to install AVG remotely on all stations from the domain, the following dialog listing all stations available in the domain will appear:




Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  ***Note:*** *If AVG installation is successful and the option* ***Delete AVG Agent after AVG is installed*** *is enabled (****Detailed installation options*** *step), the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

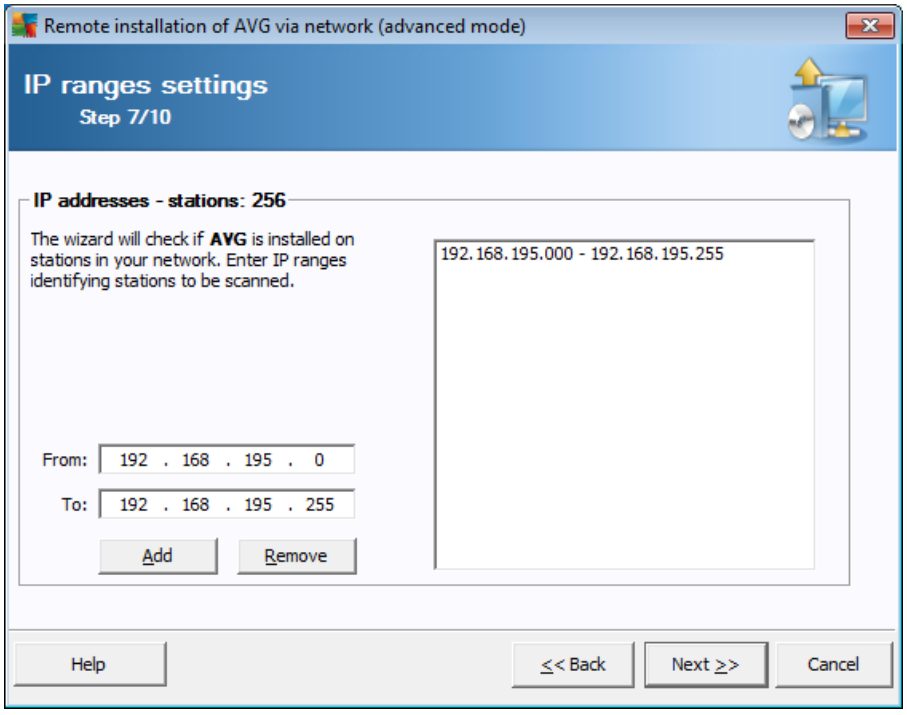
- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

### 5.3.2. Enter an IP Range

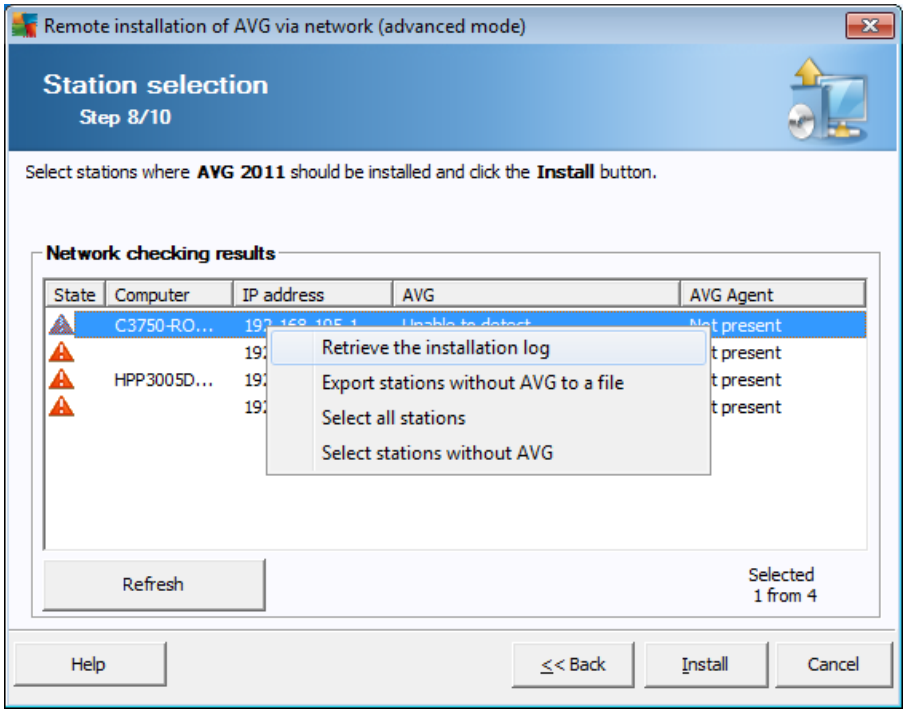
If you choose to install AVG remotely according to an IP range, the following dialog will appear:




You need to specify the scanning range by entering the IP addresses here. In the ***From*** field enter a starting IP address and in the ***To*** field an ending address. Click the ***Add*** button to add the address into the list.

To delete a range from the right list, simply select the items you wish to remove and click the ***Remove*** button.

Once you have finished selecting the IP ranges, click the ***Next*** button to continue. Once done, the **Station selection** window will appear:




Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  ***Note:*** *If AVG installation is successful and the option* ***Delete AVG Agent after AVG is installed*** *is enabled (****Detailed installation options*** *step), the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

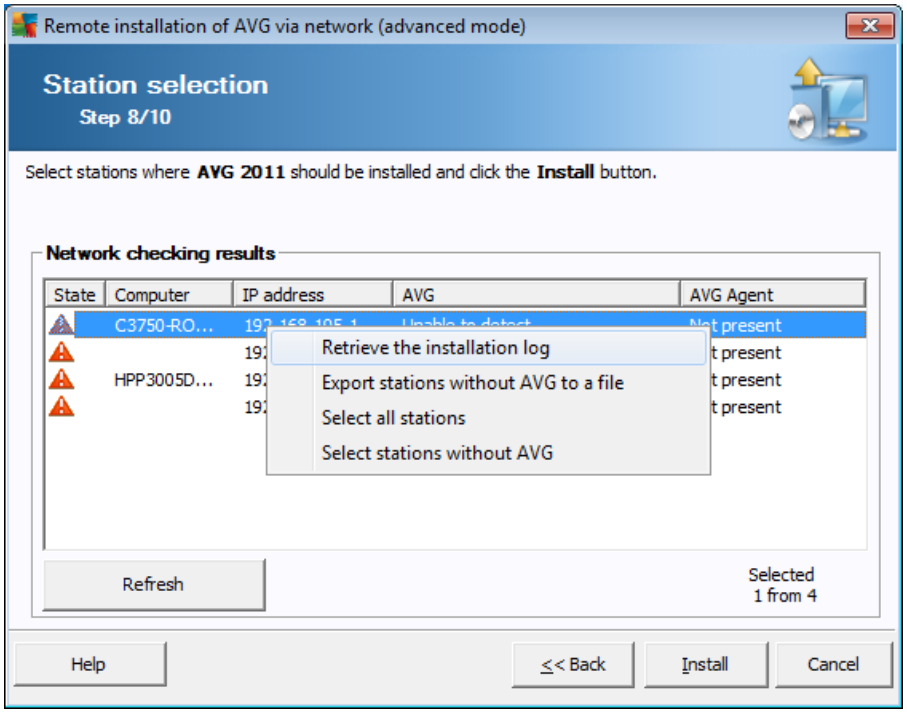
## 5.3.3. Import Stations from File

***Note:*** *This option is usually used when migrating stations to another AVG DataCenter. For more information on this topic see the Migrate Stations from/to Different DataCenter chapter.*

If you choose to install AVG remotely on stations selected from a file, you will experience a dialog

asking for the file. Locate the file and confirm your choice. The source file format contains one station name per line in simple text format.

Once done, the **Station selection** window will appear:




Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  ***Note:*** *If AVG installation is successful and the option* ***Delete AVG Agent after AVG is installed*** *is enabled (****Detailed installation options*** *step), the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

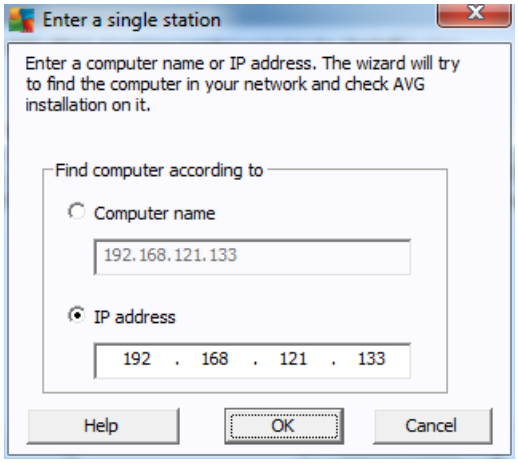
- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

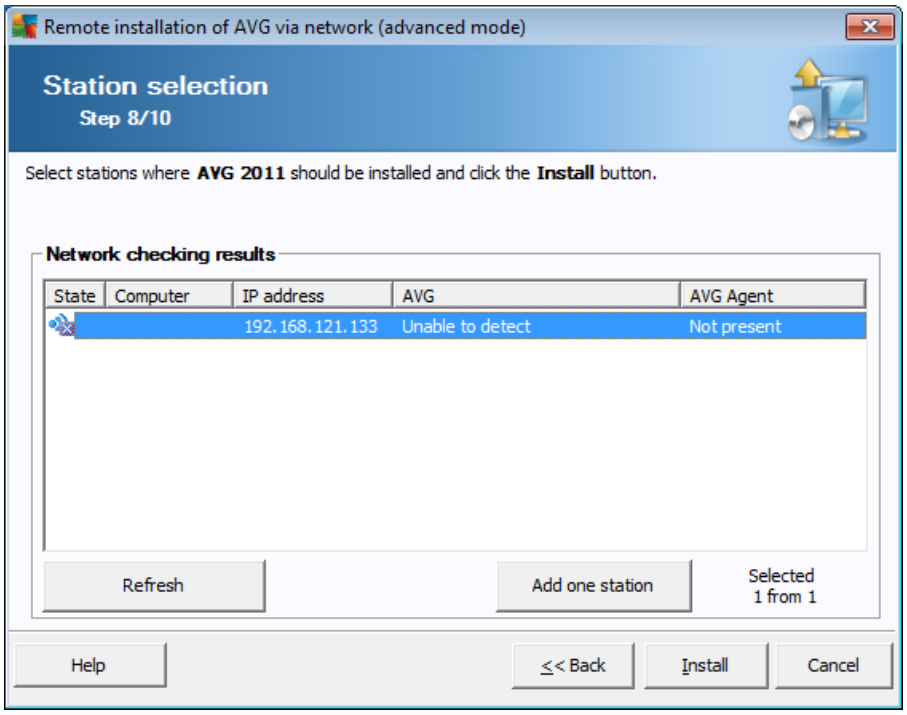
Continue to the Remote network installation - final steps chapter and complete the remote installation process.

### 5.3.4. Select a Single Station

If you choose to install AVG remotely only on a single station, the following dialog will appear:




Click either the ***Computer name*** or ***IP address*** field and fill in the proper name or IP address. Confirm your choice by clicking the ***OK*** button. The process of checking the chosen station for an AVG installation will begin. Once done, the **Station selection** window will appear:




Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

***Note:** If AVG installation is successful and the option **Delete AVG Agent after AVG is installed** is enabled (**Detailed installation options** step), the **AVG Agent** will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.
- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.
- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

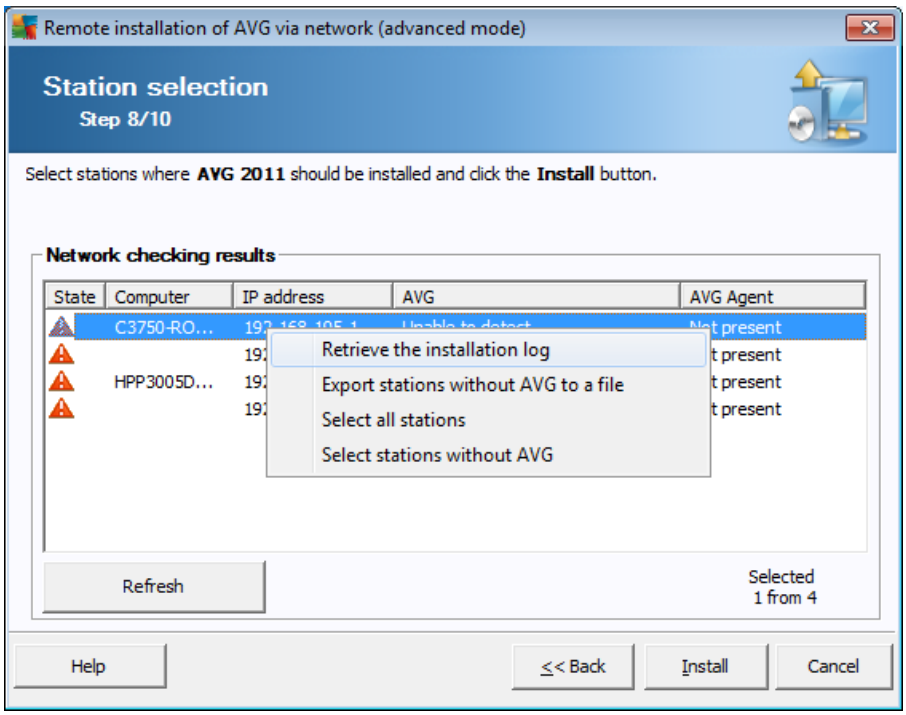
The ***Refresh*** button will reload the state of all stations in the list by scanning them again. The ***Add one station*** button will allow you to add another single station.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

## 5.3.5. Select from Active Directory

If your network is domain-based, you can choose to install AVG remotely on stations selected from the Active Directory. A new dialog will pop up (standard Windows dialog for selecting computers). You can choose multiple stations (separate the values by a semicolon) either by entering the station names manually or by using the dialog advanced features for searching.

Once done, the **Station selection** window will appear:



Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  ***Note:*** *If AVG installation is successful and the option* ***Delete AVG Agent after AVG is installed*** *is enabled (****Detailed installation options*** *step), the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

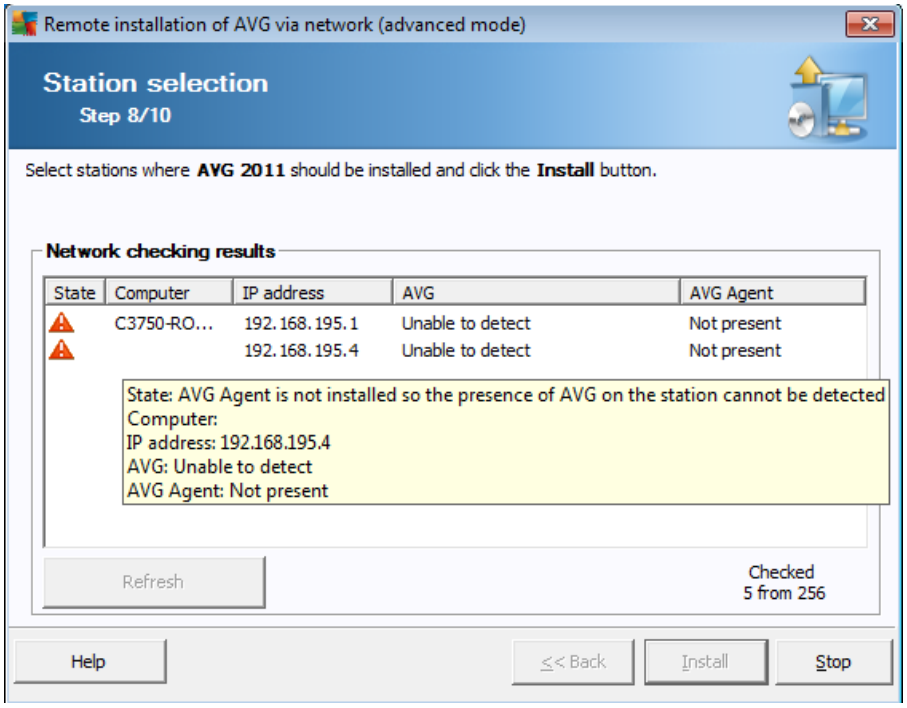
- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

## 5.4. Remote network installation - final steps

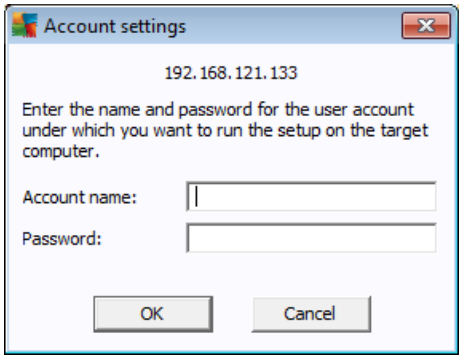



Additionally, you may display a so called tool tip when pointing to a station in the list for a few seconds. The tool tip contains an overview of the station state and other details.

Once you are ready to proceed, select the desired stations and click on the ***Install*** button to begin remote installation.

If you select only some stations from the list, AVG installation will be performed on these stations only. Otherwise installation will be performed on all listed stations.

If your access rights are not sufficient for **AVG Agent** service installation on the remote station, you will be asked for the domain administrator's login/password during installation.




Enter a username that has administrator privileges (a username that is member of the administrator's group). Confirm by clicking OK.

If there is no common administrator account for all stations (with the same login name and password) you will be asked separately for every station.

Pressing the ***Cancel*** button will cause the current station installation to be skipped, and the wizard will continue installation on the next station in the list.

AVG should be then transferred to the station and installed. You will see on each line, if the installation was successful (however it may take some time to process).

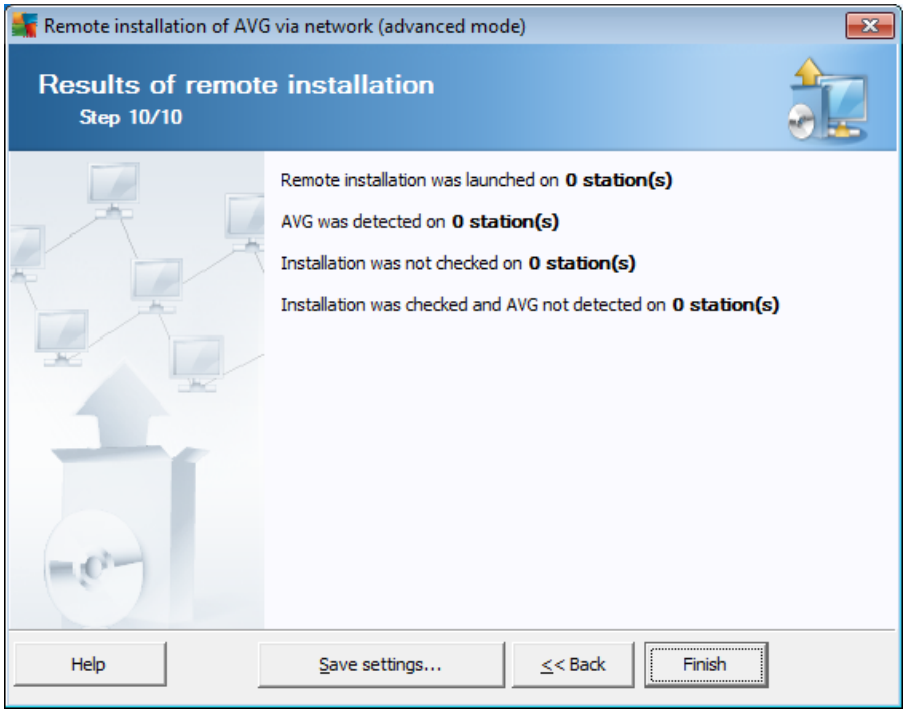
Once all your stations receive the installation files and finish the installation process, you will be able to leave this dialog by clicking the ***Next*** button.

***Note:*** *You can later review recently installed stations from the* ***AVG Admin Console*** *either in the* ***Stations/New stations*** *or in the group chosen during the Remote administration settings dialog.*

*To list recently installed stations that remain in an incorrect state (because of some remote installation failure), navigate to the* ***Stations/Non-compliant stations****.*

*Also, on Windows XP SP2/Windows 7/Vista or possibly higher with Windows Firewall enabled, the AVG Agent once installed will automatically create a communication rule and allow its execution and network communication.*

The final dialog contains a short overview of activity on the station(s).



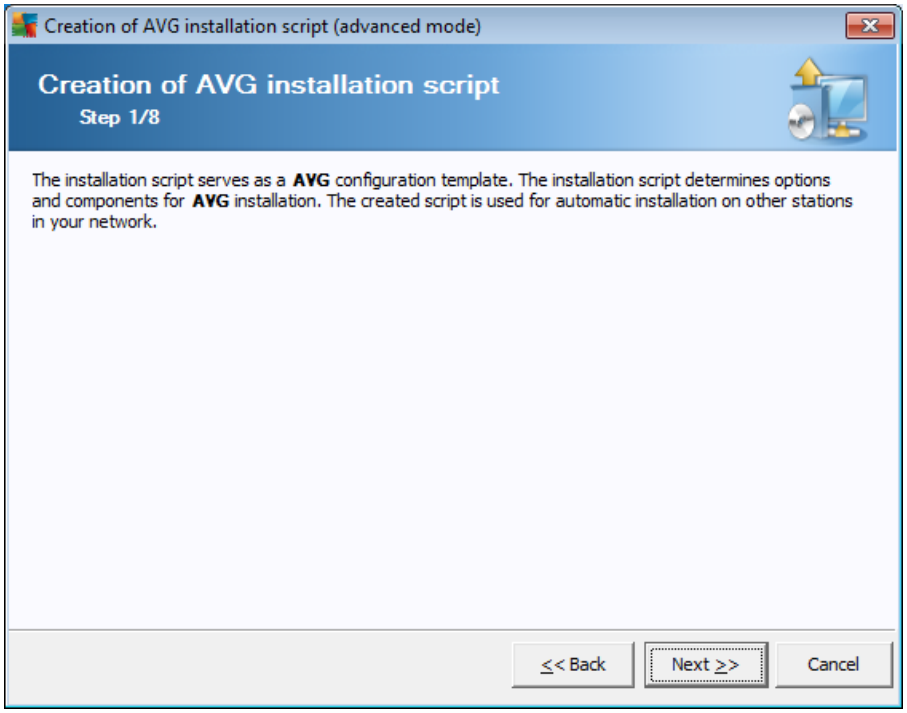

The ***Save settings*** button allows you to save the previously selected configuration. You can reuse it when running this wizard again simply by loading the settings at the very beginning.

Click ***Finish*** button to close the wizard.

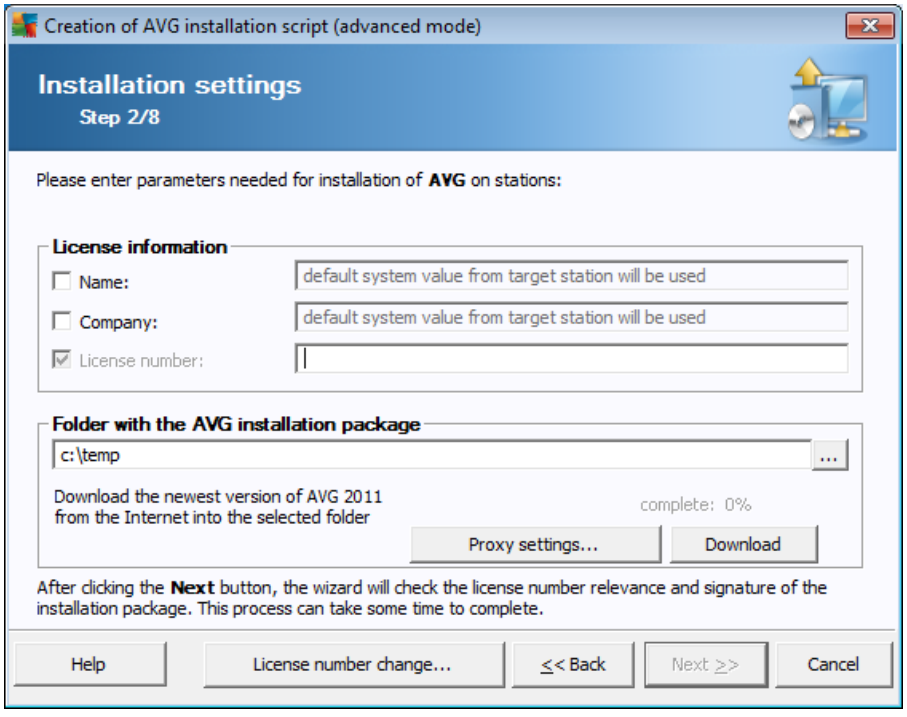
## 5.5. Creation of AVG Installation Script

Selecting the ***Creation of AVG installation script*** option, the wizard will create an installation script in the selected directory. The contents of the directory can then be used for installation from CD, network folder or copied directly to a station.

This option does not offer the possibility of remote installation to the network stations or servers.




The first step contains an overview of this option. Click ***Next*** to continue.




During this step it is necessary to define the following installation parameters:

- ***License information*** – type in the license data such as Name, Company, and License

number (mandatory value). If you wish to use the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.

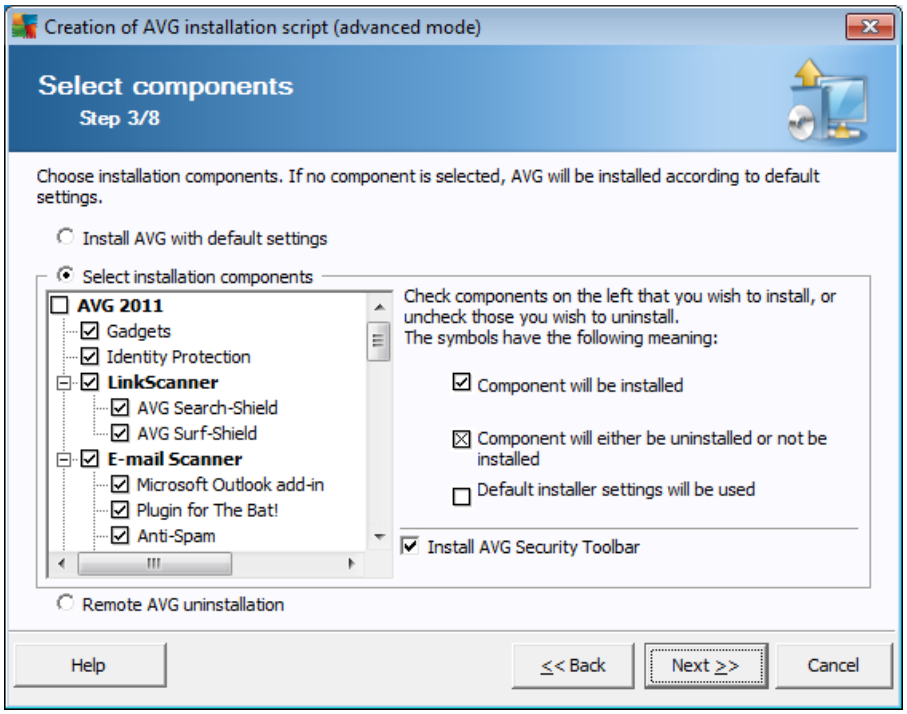
- ***Folder with the AVG installation package*** - type in the full path to the AVG installation package or use this ... button to select the proper folder.

  If you have not downloaded the package yet, click the ***Download*** button and use the wizard to download the installation file for you into the selected folder. You can observe the download progress above the ***Download*** button.

- ***Proxy settings button*** - If you need to use a proxy server to connect to the Internet, you can fill in the proxy server details by clicking the ***Proxy settings*** button.

- ***License number change*** - Use this button to input a new license number to be used for remote installations of AVG.

- ***Install AVG Security Toolbar*** - choose to install AVG Security Toolbar. AVG's Security Toolbar is powered by LinkScanner technology which lets you know whether the sites you are about to visit are safe. Among other features it helps you also to surf the Internet more easily.




In this step, you can choose if you wish to install AVG with default settings or select custom components.

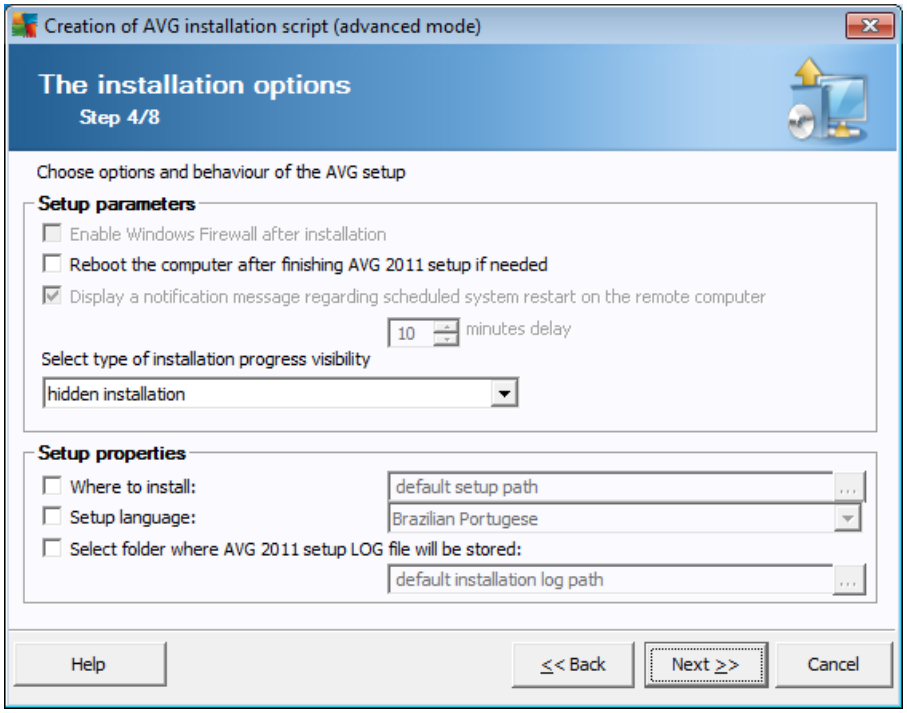
- ***Install AVG with default settings*** - Choose this option if you prefer the default components to be installed.

- ***Select installation components*** - Select this option to view a tree structure offering a list of AVG components that can be either installed or uninstalled. From the list of components

select:

- Components that should be installed, and mark them like this ☑
- Components that should be uninstalled or not installed, and mark them like this ☒
- The default settings will be used for components that you leave blank (☐).

- ***Remote AVG uninstallation*** - allows AVG removal.




In the ***Setup parameters*** section you can choose from the following options:

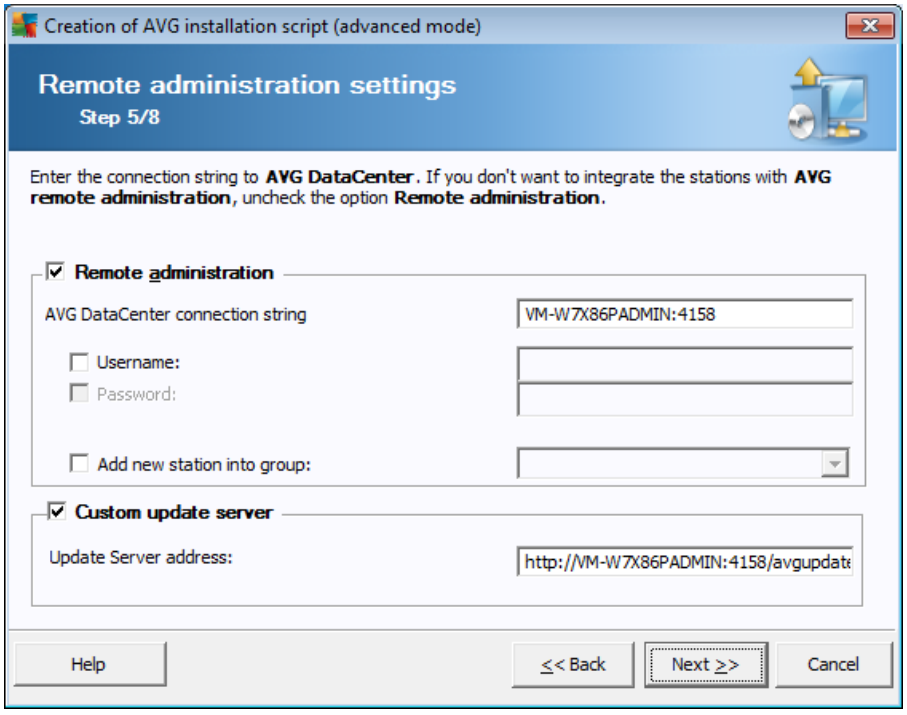
- ***Enable Windows Firewall after installation*** - in case you are not going to install AVG Firewall component, you can choose to enable Windows Firewall as soon as the installation is completed.
- ***Reboot the computer after finishing AVG 2011 setup if needed*** - in certain cases (Firewall component installation for example) a computer restart may be required to complete the installation process.
- ***Display a notification message regarding scheduled system restart on the remote computer*** - If the previous checkbox is checked, you can also define a delay before the restart will take place. The default value is ten minutes.
- ***Select type of installation progress visibility*** - from the drop down menu select one of the following:
  - ***hidden installation*** - no information will be displayed to the currently logged user

during the setup process.

- o ***show installation progress only*** - the installation will not require any user attention, but the progress will be fully visible on the station.
- o ***show installation wizard*** - the installation will be visible on the station and the currently logged user will need to manually confirm all steps.

In the ***Setup properties*** section you can choose from the following options:

- ***Where to install*** - if you prefer a customized target location for installation, you can choose it by entering the path here. We recommend keeping the default settings.
- ***Setup language*** - choose a default custom language for AVG installation and user interface.
- ***Select folder where AVG 2011 setup LOG file will be stored*** - if you prefer a custom location for setup log files, select it here (the folder must already exist on the target station).



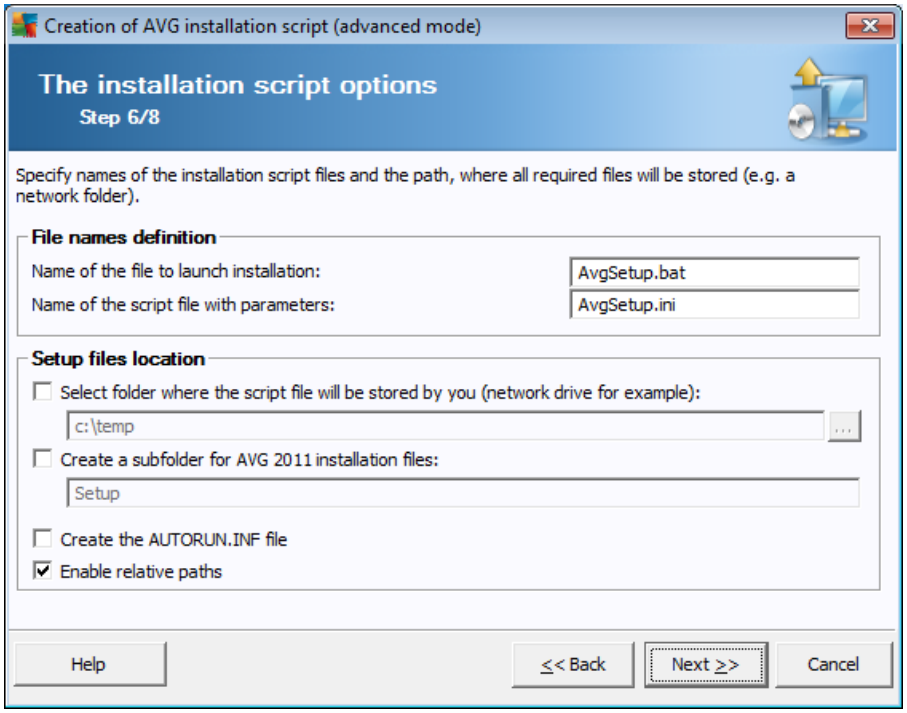

The following options are available in this step.

***Note:*** *If you are unsure about these settings, we recommend keeping the default ones.*

- ***Remote administration*** - Enter the AVG DataCenter connection string into the ***AVG DataCenter connection string*** field. If applicable, also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.
- ***Add new station into group*** - If you prefer to automatically add new station(s) into a custom

group, you can choose the group name here.

- ***Custom update server*** - if you already have an existing update server, that you would like to use for your stations, check this checkbox and fill in its address now.




In this step you may specify names of the installation script files, their storage and other options.

In the ***File names definition*** define these options:

- ***Name of the file to launch installation*** - type in a custom name for the file, that will be used for launching the installation. The file extension must be ***.bat***.

- ***Name of the script file with parameters*** - type in a custom name for the script parameters file. The file extension must be ***.ini***.

In the ***Setup files location*** define these options:

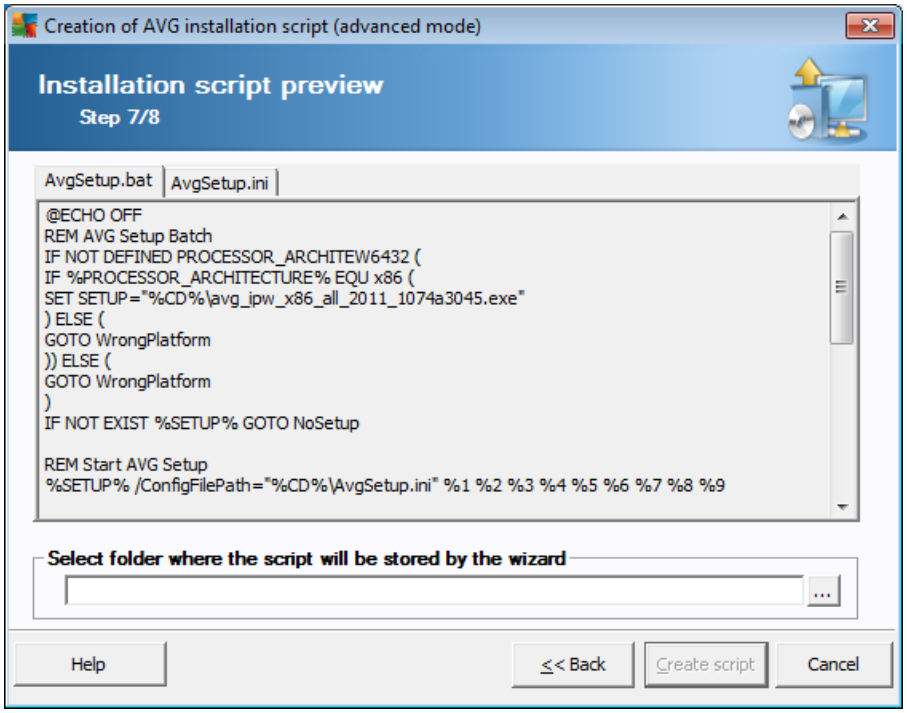
- ***Select folder where the installation script file will be stored*** - Tick this checkbox and choose a custom directory for storing installation script.

- ***Create a subfolder for AVG 2011 installation files*** - Tick this checkbox if you prefer AVG setup files to be copied to and stored in a subfolder.

- ***Create the AUTORUN.INF file*** - If you plan to put your script on a CD/DVD or USB Flash disk from which you would like to start the AVG installation automatically once inserted, tick this checkbox and the AUTORUN.INF file will be created.

- ***Enable relative paths*** - We recommend keeping this option checked. Relative path means,

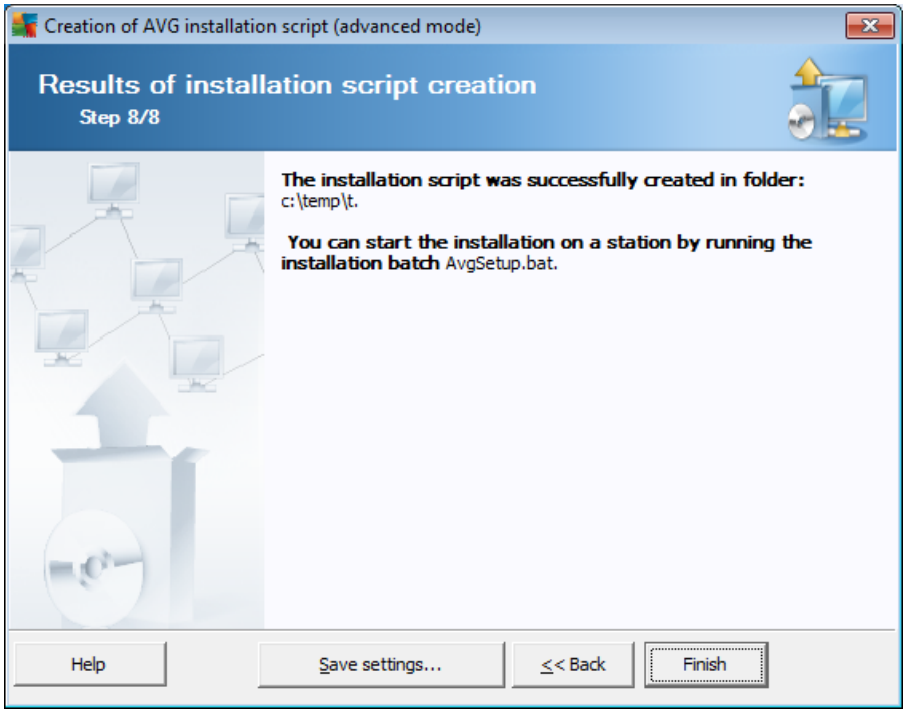
that it is relative to the current source directory (for example if your source disk drive and path is c:\avginstallation and you uncheck this option, the output script will then look for the installation files in exactly the same path, which will be most likely different on the target station, where you will execute it and the script would not work.)




This step contains a preview of both setup and configuration files. The first tab contains information about the setup file and the second contains the presets.

If you have not done so already, fill in the output path in the ***Select folder where the script will be stored*** section.

Click the ***Create script*** button to compile and save the installation script to the selected place.




The ***Save settings*** button allows you to save the previously selected configuration. You can use it when running this wizard again simply by loading the settings in the very beginning.

Click the ***Finish*** button to close the wizard.

There are several options for how to use the produced script file. Here are the two most common examples:

**To use the script saved to a folder:**

1. Copy the whole content of the previously chosen folder to your station.

   ***Note:*** *If you used a network folder for storing the script, you can navigate to that folder directly over the network.*

2. On the station navigate to this folder and run the AvgSetup.bat file.

3. The command line window will appear and the installation will begin.

4. Once the installation is completed, the window will close automatically.

You can also put the script on a removable device, such as an external hard drive, USB flash disk etc.

**To use the script from a removable device:**

1. Insert the removable device to your station.

2. If the autorun feature is enabled in the station's operating system and you chose to create the autorun.inf file during script preparation, the installation will start automatically.

3. If not, open the removable device disk letter and run the AvgSetup.bat file manually.

4. The command line window will appear and the installation will begin.

5. Once the installation is completed, the window will close automatically.

# 6. AVG Admin Console

## 6.1. What is AVG Admin Console

**AVG Admin Console** is an interface for administrating stations remotely. It helps the network administrator to maintain the AVG Stations' configuration, status, and to remotely call various operations on AVG stations. From this console, you can for example:

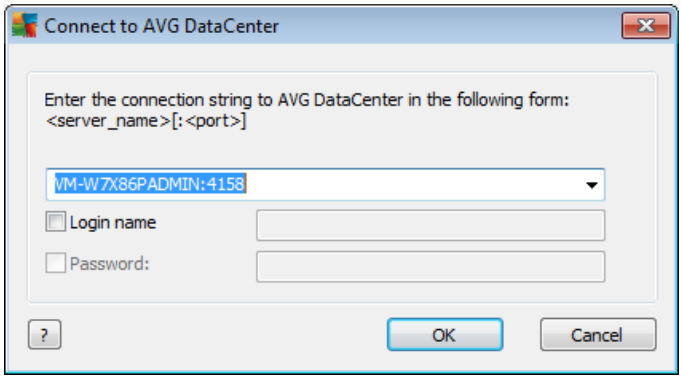
- **Monitor AVG component states on stations**
- **Define AVG station settings**
- **Review scan results and control virus infections**
- **Remotely launch scans or updates on AVG stations**
- **Distribute update files within the local network**
- **Access Virus Vault on AVG stations**
- **View Firewall log files**
- **Install AVG Stations remotely**

You have several options how to launch the **AVG Admin Console**:

- navigate to the Windows start menu and select ***Start/All Programs/AVG 2011 Remote Administration/AVG Admin Console***
- select ***AVG Admin Console*** from your Windows desktop,
- or go to your *Program files* folder (usually c:\Program Files), select folder *AVG\AVG10 Admin\Console* and double click *AvgAdminConsole.exe*.

During startup, the **AVG Admin Console** automatically tries to connect to the last used **AVG DataCenter**. If the connection fails, or if you are launching **AVG Admin Console** for the first time, a dialog window will appear and you will be asked to specify the communication string for the **AVG DataCenter** connection. The communication string uses the same form as the **AVG station's** communication string – for details refer to chapter Configuration/Connection string.

Typically, if **AVG Admin Console** is installed on the same computer as the **DataCenter**, it is possible to use the following communication string: ***localhost:4158***.

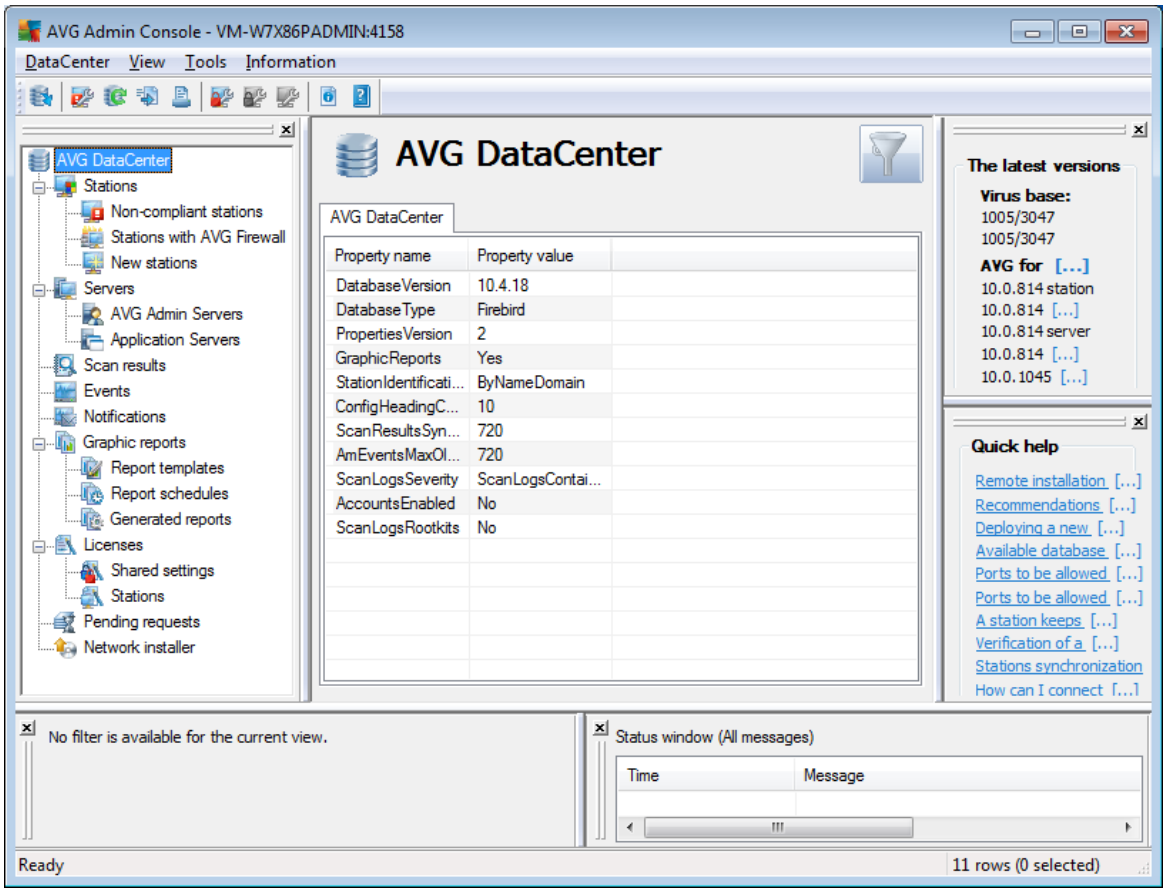



The general communication string structure is ***http://server_address:port***, where:

- ***server_address*** is the name/address of a server where the **AVG Admin Server** runs
- ***port*** is the **AVG Admin Server** port number. The default port value is 4158. If the **AVG Admin Server** uses this default number, it is not necessary to include the number into the communication string.

If the **DataCenter** is password protected, you must fill-in the ***Login name*** and ***Password*** into the appropriate fields. Without correct password and/or login name, you will not be able to start the AVG Admin Console.

## 6.2. AVG Admin Console Interface Overview




The **AVG Admin Console** interface is completely customizable allowing users to move or enable/ disable individual panels according to their needs. Within the default view, all six panels are visible, in addition to a navigation toolbar and upper menu.

### 6.2.1. Upper Main Menu

The upper menu contains the following menu items:

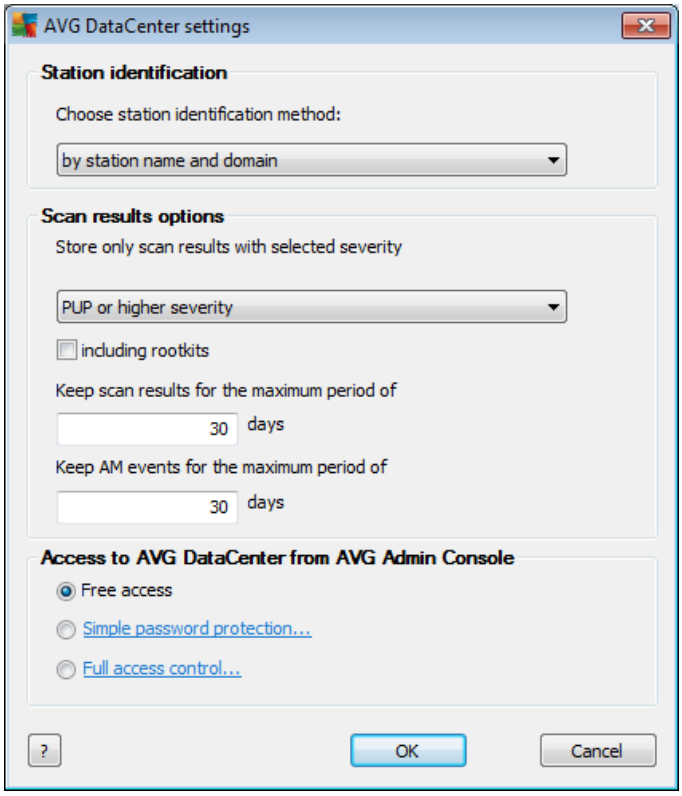
#### DataCenter menu

The **DataCenter** menu offers the following options:

- **Connect to AVG DataCenter...**

  Allows user to select a different **DataCenter**.

- **AVG DataCenter settings...**




The ***Station identification*** section contains a drop down menu, where you can select how you wish to display stations within the current view section.

The ***Scan results options*** section lets you to choose which scan results you prefer to store and according to which severity. Check the ***including rootkits*** checkbox in order to include also storing of scan results with rootkits.

***Keep scan results for maximum period of*** - simply enter number of days you wish keeping the scan results received from stations. The default value is 30 days.

***Keep AM events for the maximum period of*** - enter number of days you wish keeping Alert Manager events received from stations. The default value is 30 days.

In the next section choose, how you wish to secure your AVG DataCenter access:

***Free access*** - default settings, that will allow anyone to access the AVG DataCenter (no password is needed).

***Simple password protection*** - will open a new dialog, where you can choose a custom password (the same password must be entered into both fields for verification). The password will then be required during every connection to the AVG DataCenter.

***Full access control*** - please see the ***How to manage access rights*** chapter for more information.

- ***Database export...*** - This dialog allows you to create a backup file (i.e. export the DataCenter

contents to a file) and save it to a local folder on a computer, from which the AVG Admin Console is running.

- ***Exit*** - Quits **AVG Admin Console**.

## View menu

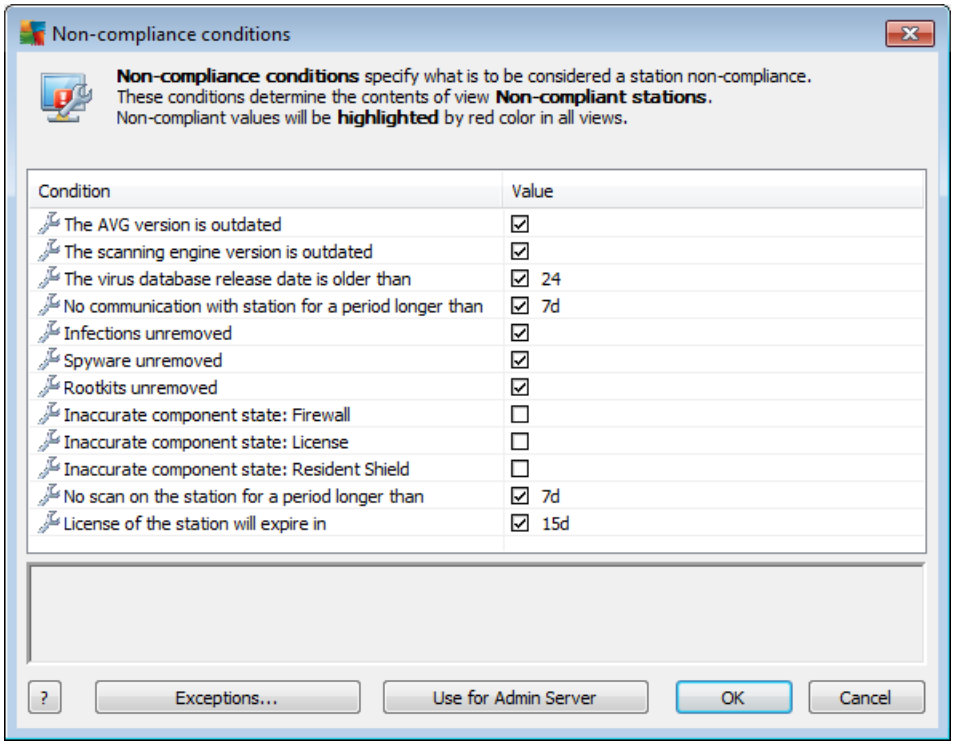
The ***View*** menu offers the following options:

- ***Panels***

  Here you can show or hide individual main interface panels (Toolbar, Navigation tree, Quick help etc.) simply by checking or unchecking them.

  To restore the original position of all panels, use the ***Default position of panels*** item. The panels will be restored after you restart the application.

- ***Non-compliance conditions...***



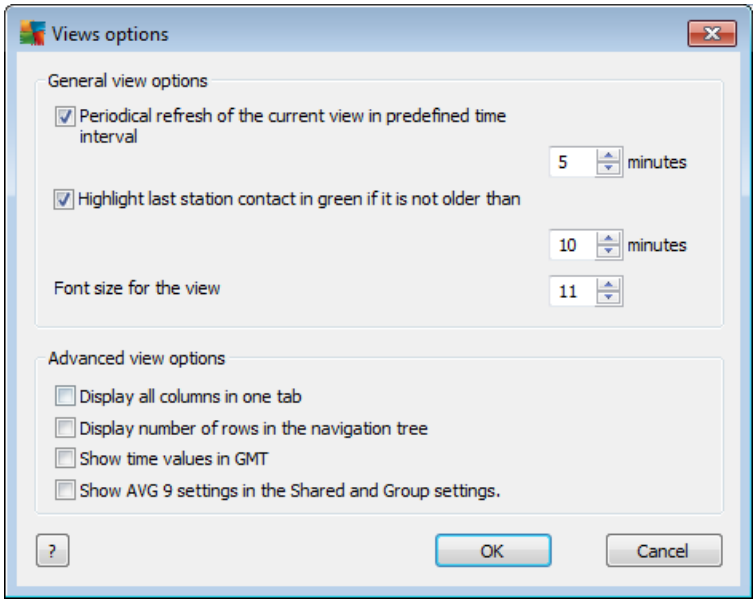

Here you can choose which conditions on a station are to be considered as non-compliant. According to your selection, the non-compliant stations will then be highlighted in red within all available views.

Use the ***Exceptions...*** button to define groups excluded from the selected rules.

Use the ***Use for Admin Server*** button to apply the non-compliance conditions to the AVG Admin Server, which means, that these conditions will be used in the AVG Admin Report (available via web interface) and when generating *non-compliant stations* graphic reports).

- ***Default column setting*** - use this option to revert the interface column settings into the original state.

- ***Options***




In the ***General view options*** section choose the viewing preferences:

- ***Periodical refresh of the current view in predefined time interval*** - check the checkbox and choose a time value in minutes to enable automatic periodical refresh of the currently opened view.

- ***Highlight last station contact in green if it is not older than*** - check the checkbox and choose a time value in minutes to enable highlighting of the Last contact cell to see if the station communicates properly.

- ***Font size for the view*** - choose a required font size for the views (the default value is 11).

In the ***Advanced view options*** section choose the following:

- ***Display all columns in one tab*** - check this checkbox to group all columns into one tab (for easier access to all information).

- ***Display number of rows in the navigation tree*** - if enabled, every item in the navigation tree will contain a number in brackets reflecting the number of rows used.

  The numbers of rows can be updated either manually by selecting the menu item ***View/ Refresh row count in the navigation tree*** or automatically every 5 minutes by default (this interval can be changed via ***View/Options/Periodical refresh of the current view in predefined time interval***).

***Please note:*** *The count of rows can be affected also by filtering options (if available and defined for the given view)!*

- ***Show time values in GMT*** - check the checkbox to convert all time values in all views to GMT (Greenwich Mean Time). Unchecking the checkbox returns the values back to your local time.

- ***Show AVG 9.0 settings in the Shared and Group settings*** - if checked, the shared settings for stations and settings for groups will display also AVG 9.0 settings (applicable if you still have AVG 9.0 stations in your network).

  Enabling this option will show also virus base and AVG 9.0 versions in the ***Latest versions*** panel (menu ***View/Panels/The latest versions***).

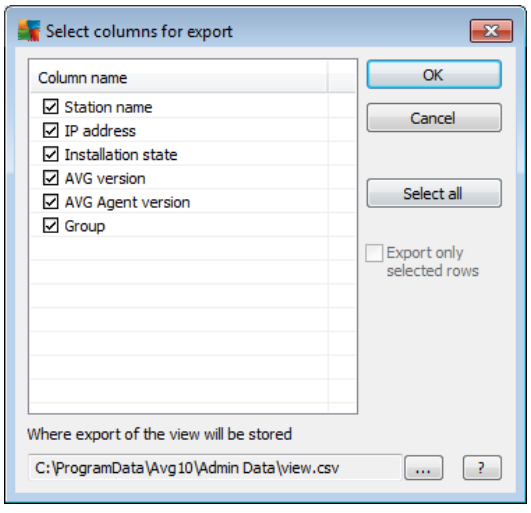
- ***Refresh... -*** refreshes all records displayed in the current view section (you can use F5 keyboard button to do so as well).

- ***Refresh row count in the navigation tree*** - updates the number of rows reflected in brackets within the navigation tree.

- ***Export the current view contents...***

  Allows you to save the current view (for example list of stations) into a .csv (comma separated values) file, which can be easily imported for example into MS Excel or similar spreadsheet application.

  ***Note:*** *You can also quickly call this dialog by pressing CTRL+S.*




Use ***Select all*** button to mark all column names or select the requested ones manually. If you have selected only certain rows before entering this dialog and wish to export only those, you should check the ***Export only selected rows*** checkbox.

To change location of the output file or its name, use the ... button, which triggers a standard ***Save as*** dialog.

Confirm your choices by pressing ***OK*** button.

- ***Print...*** - opens the standard windows print dialog allowing you to print the currently opened view.

- ***Find station*** - Use this function to quickly search for a station name (you can use also keyboard shortcut simply by holding down the CTRL and F keys at the same time to open this dialog). Then type in the station name or part of its name.

- ***Find next station*** - Use this to jump to the next search result (or use F3 keyboard button).

## Tools menu

The ***Tools*** menu offers the following options:

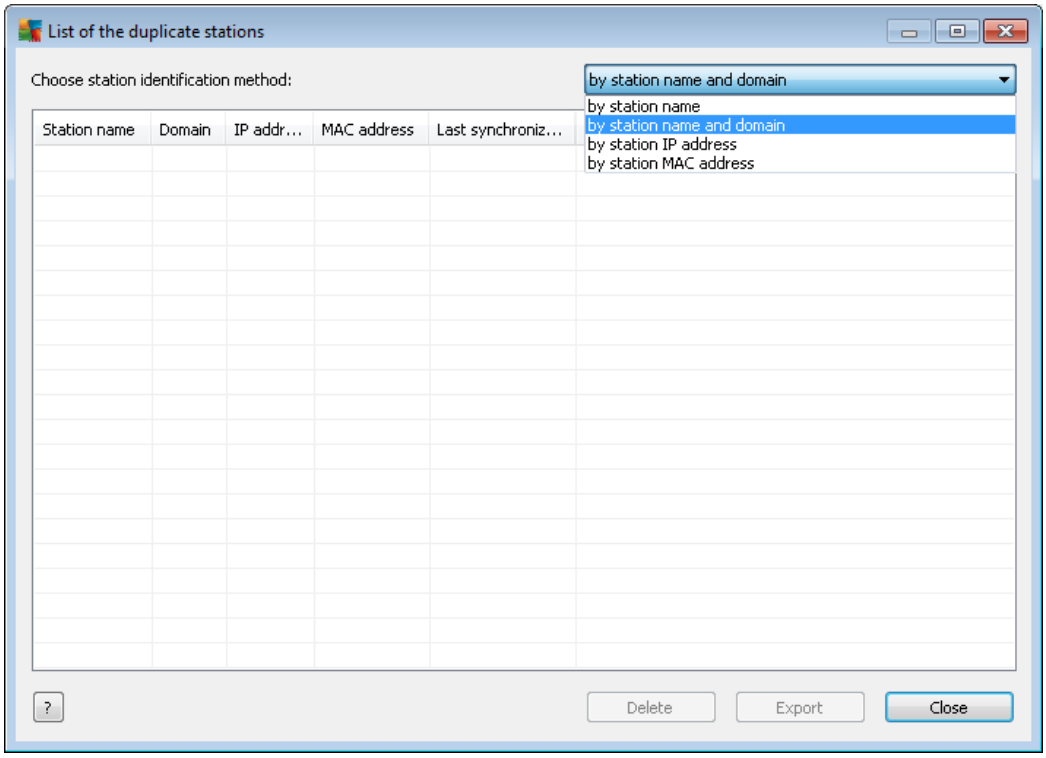
- ***Shared settings for stations...*** - opens a dialog for editing the shared configuration for stations *(For detailed information on stations shared settings please refer to chapter Configuration/Shared Settings for Stations).*

- ***Shared Firewall settings for stations...*** - opens a dialog for editing the shared configuration for *Firewall (For detailed information on Firewall shared settings please refer to chapter Configuration/Shared Firewall Settings).*

- ***Shared settings for application servers...*** - opens a dialog for editing the shared configuration for stations with an application server installed *(For detailed information on these shared settings please refer to chapter Configuration/Shared Settings for Application Servers ).*

- ***Database maintenance...*** - displays a dialog where you can select scripts for maintaining the DataCenter database. See How to maintain the DataCenter database chapter for more information.

- ***Show duplicate stations***




This dialog allows you to identify duplicate stations in your network (i. e. stations with identical names). Such duplicity can easily occur e.g. during MAC address identification (notebooks in your network may be displayed twice – once when network adapter is used for their connection, once when WiFi is used). There are several methods for duplicate stations to be identified. To change currently used method, use the roll-down menu in the upper right corner of this dialog. Available identification methods are ***by station name***, ***by station name and domain***, ***by station IP address***, and ***by station MAC address***.

You can easily remove a duplicate station by selecting it from the list and clicking the **Delete** button. You can also click the **Export** button to save the whole list of duplicate stations into a ***.csv*** (comma separated values) file, which can be imported for example into MS Excel or similar spreadsheet application.

- ***AVG Admin Server settings...*** - opens a dialog for editing the AVG Admin Server settings *(For detailed information on AVG Admin Server settings please refer to Configuration/AVG Admin Server Settings chapter)*

- ***Install AVG on stations...*** - starts the AVG Network installation integrated within the AVG Admin Console. The wizard will guide you through adding AVG stations that you want to install remotely. More information on this topic can be found in *Network Installer* chapter*)*

- ***Run AVG Network Installer Wizard*** - starts the standalone AVG Network Installer Wizard, which will guide you through AVG installation on stations. More information on this topic can be found in *AVG Network Installer* chapter*)*

**Information menu**

The ***Information*** menu offers the following options:

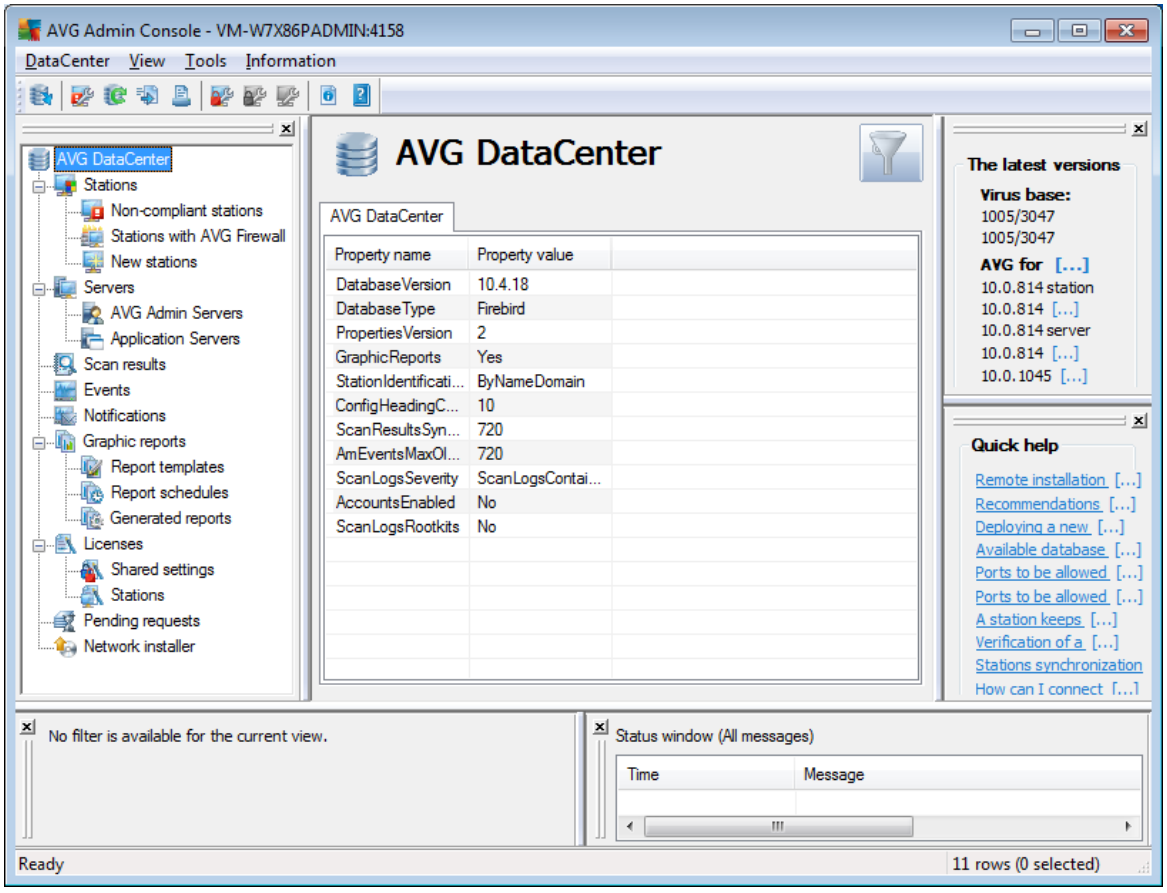
- ***Help*** - opens the help file.
- ***What is new...*** - displays step-by-step summary of important news in the AVG Admin application.
- ***Check for updates...*** - **AVG Admin Console** automatically, during startup, checks if a newer version of **AVG Admin Console** is available. But you can also open this dialog and immediately see if a new version is available.

  You can also use the link in the dialog to directly download the latest installation package.

  To disable the startup checking feature, uncheck the ***Check for updates during startup*** checkbox.
- ***Download latest documentation*** - opens your default Internet browser with the AVG website documentation download page.
- ***Download AVG Rescue CD*** - opens your default Internet browser with the AVG website Rescue CD download page. In order to download the product, you will need to insert your license number for AVG Rescue CD.
- ***Product Improvement Programme*** - Click to enable or disable your paticipation in AVG Product Improvement Programme, that helps us to secure your computers and network even better by regularly analyzing your current needs according to your application usage.
- ***About AVG Admin Console*** - displays the copyright information, and the application/ database version number.

### 6.2.2. Navigation Tree

The **Navigation Tree** contains all groups arranged in a hierarchical manner. A group is a data structure review, e.g. a list of stations with their configuration, or scan results table, etc. The group content itself displays in the ***Current view***, in the central table.




Within the navigation tree, you will find the following sets:

- Stations
- Servers
- Scan results
- Events
- Notifications
- Graphic reports
- Licenses
- Pending requests
- Network Installer

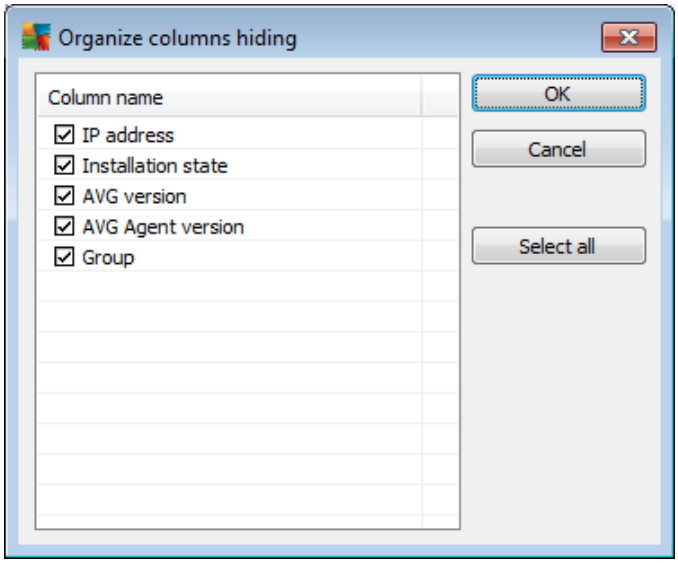
You can find descriptions of individual items in their respective chapters.

### 6.2.3. Records Section

Within the central table in the ***Current view*** section of the screen you can view data of the group selected in the navigation tree. Some sets may contain a considerable amount of data for a specific view (e.g. station/user information); that is why the relevant data is arranged into groups, and every group can be displayed when you select the corresponding tab.

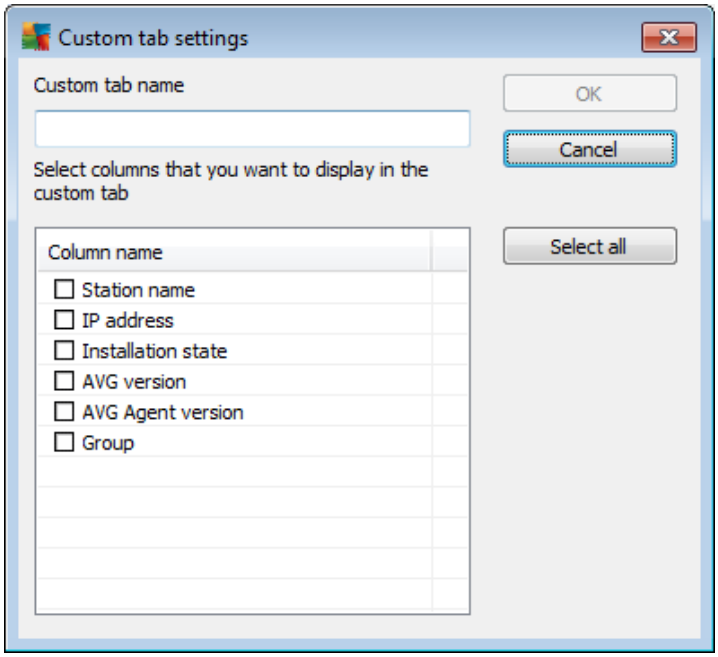
To select a record from the central table you need to perform a mouse click over the desired record. You can select more records at the same time: press the ***CTRL*** key (adding a new record to the current selection), or the ***SHIFT*** key (selecting all records between the first and the last highlighted record). Click the mouse right button over the selected record to open the ***Context menu***. It is possible to call various actions related to the current selection from the ***Context menu***.

To select only specific columns for displaying, you can either right-click on any column and choose ***Hide column*** or from the same menu select ***Organize columns hiding*** for selecting multiple columns at once:




Here you can check or uncheck columns you wish to keep visible or hidden. Use ***Select all*** button to keep all columns visible.

You can also add a custom tab with preferred columns to a chosen view. Simply right-click on any tab and select ***Add a custom tab*** from the context menu. A new dialog will appear:




Fill-in your custom tab name, then choose columns you wish to display within the tab and confirm your choice by pressing ***OK***. You can also use ***Select all*** button to choose all columns.

Once you create your custom tab, you can easily remove it by right-clicking on any tab and selecting ***Delete the custom tab***. To modify the existing tab, choose from the same menu ***Modify the custom tab***.

You can quickly search for a station name by holding down the CTRL and F keys at the same time. Then type in the station name or part of its name. You will experience the highlighted results just as you type.

Use F3 keyboard button to jump to the next search result.

### 6.2.4. Status Panel

In this part of the **AVG Admin Console** main window you can find various system notices and information on the application functionality, communication with ***AVG stations***, detected problems, positive scan results warnings, etc.

The ***Status Window*** panel is located by default in the bottom part of the screen. If the panel is not visible, you can activate it by clicking on ***Status window*** item in the ***View/Panels*** menu.

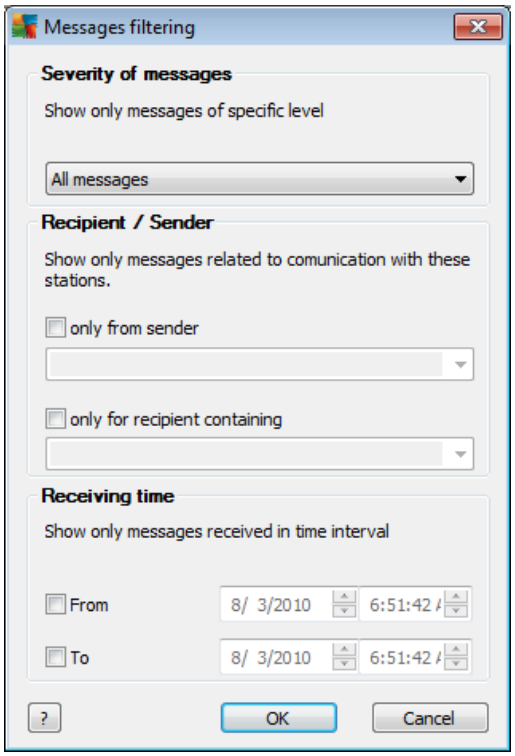
More information how status messages work can be found in the Requests handling and status messages chapter.

If you right-click to the Status window area, you will have several options available to choose from:

- ***Show all*** - The status window will display all messages.
- ***Show errors and warnings*** - The status window will display only error and warning

messages.

- ***Show errors*** - The status window will display only error messages.
- ***Enable messages filtering***




This option allows you to filter out messages according to more extensive parameters. From the drop down menu select what type of messages you wish to display.

In the ***Recipient/Sender*** section, there two checkboxes. Checking the upper one, ***only from sender***, gives you access to the context menu that allows you to select a unique sender, whose messages will be displayed in the Status window panel. After checking the lower one, ***only for recipient containing***, you can choose to show only messages considering one group of stations (select this particular group from the context menu).

Finally, in the ***Receiving time*** area you can check the ***From*** or ***To*** (or even both) checkboxes to set the time interval for messages to be displayed. No older or newer messages will be shown then.

- ***Disable messages filtering*** - switches off the messages filtering.
- ***Save window content*** - allows you to save the window content to a text file at any time.

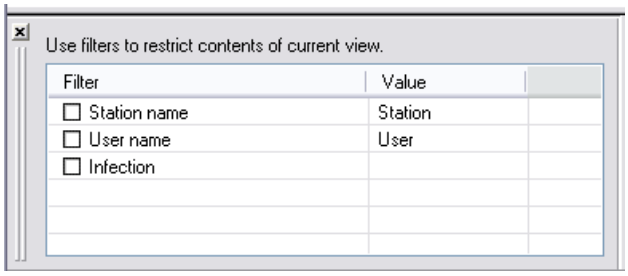
### 6.2.5. Quick Help Panel

The panel contains list of most common tasks or problems with their solutions. To open a topic simply click on its name. The solution will open in a new window.

The ***Quick help*** panel is located by default in the right part of the screen. If the panel is not visible, you can activate it by clicking on the ***Quick Help*** item in the ***View/Panels*** menu.

### 6.2.6. Filter Panel

The ***Filter*** panel contains a list of filtering options available for the current view. The list will become active only if there are any filters available for the selected view.




Description of individual filters can be found in the tree items' respective chapters:

- Stations
- Servers (Application servers)
- Scan results
- Events
- Graphic reports
- Pending requests

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

### 6.2.7. The Latest Versions

In this part of the **AVG Admin Console** main window you can find information about the current version of the virus base and AVG.

The latest versions panel is located by default in the right of the screen. If the panel is not visible, you can activate it by clicking on ***The latest versions*** item in the ***View/Panels*** menu.

## 6.3. Synchronization Process

Stations managed by **AVG Remote Administration** periodically perform synchronization with the **AVG DataCenter**. The process includes synchronization of:

- Station settings
- Scan results
- Station components states

You may also need to review the Network Requirements chapter for more information on connection requirements needed for successful synchronization.

### 6.3.1. Station Settings Synchronization

During the synchronization of station settings:

- mandatory settings are transferred from the DataCenter to the station,
- non-mandatory settings are transferred from the Station to the DataCenter.

The synchronization is performed periodically. By default, the settings synchronization process is done every 60 minutes. To alter the synchronization period for all stations, follow these steps:

1. In the **AVG Admin Console** select ***Tools*** from the upper main menu and choose the ***Shared settings for stations*** item.
2. Select the ***Remote Administration*** node.
3. From the ***Synchronize configuration every*** drop down menu choose the required value. Close the dialog by clicking the ***OK*** button.
4. Wait until all stations get synchronized.

Alternatively, you can force immediate synchronization of all stations: In the navigation tree, right-click on the ***Stations*** node and select ***Synchronize settings*** from the context menu.

***Note:*** *To change the setting only for stations in a group, simply repeat the process from step two after you right click on* ***Stations/YourGroupName*** *and select* ***Shared Settings for group*** *from the context menu.*

Additionally, the synchronization happens:

- every time the station powers on/goes online, its settings are synchronized at latest within the period,
- when the station connects to the **AVG DataCenter** the first time, its settings are synchronized immediately,
- when settings of a station or several stations are changed and confirmed from the AVG Admin

Console.

It is also possible to request immediate settings synchronization from the **AVG Admin Console**. Simply right-click on a station's node in the navigation tree or on a particular station in a stations view and select ***Synchronize settings*** from the context menu.

### 6.3.2. Scan Results Synchronization

This synchronization process sends data from the station to the **AVG DataCenter**. It takes place:

- every time the station powers on/goes online (at the latest within 20 minutes),
- immediately after scan completion or after an infection is detected by the Resident Shield,
- immediately or latest within 20 minutes when there is a scan result modification done by a user on the station in the AVG User Interface (healing, moving to vault etc.).

It is also possible to request immediate scan results synchronization from the **AVG Admin Console** . Simply right-click on a station's node in the navigation tree or on a particular station in a stations view and select ***All Tasks/Ask for scan results*** from the context menu.

### 6.3.3. Station Components States Synchronization

This synchronization process sends data from the station to the **AVG DataCenter**. It takes place:

- every time the station powers on/goes online (immediately),
- every time a component state is changed (within 5 minutes).

It is also possible to request immediate synchronization from the **AVG Admin Console**. Simply choose a station's node in the navigation tree, in a stations view right-click and from the context menu select ***All Tasks/Refresh components state*** from the context menu.

## 6.4. Stations

The ***Stations*** item allows you to view complex information about all stations currently managed by the AVG DataCenter. The record of a station is created once the station first logs in to the AVG DataCenter.

You are allowed (using the context menu over the table of groups of stations displayed in the view section) to create groups of stations, and to assign a single station into specific groups.

By default, the stations are divided into these groups:

- ***Non-Compliant stations*** - contains stations that are in an non-standard state (i.e. don't comply to predefined conditions)
- ***Stations with AVG Firewall*** - contains a list of stations that have the Firewall component installed.
- ***New Stations*** - contains only stations that have not been assigned to any administrator

defined group yet.

More detailed information on each group can be found in the following chapters.

In the current view section you can then find information related to specific stations. Using the tabs, the information is divided into several categories:

- ***Stations tab***

  Contains general information about each station (name, domain, group, last contact, etc).

- ***Details tab***

  Displays additional information regarding the stations including IP address, MAC address, operating system, restart request etc.

- ***Versions tab***

  Displays information about versions of AVG, virus base, anti-spyware base or anti-spam base on each station.

- ***Component states tab***

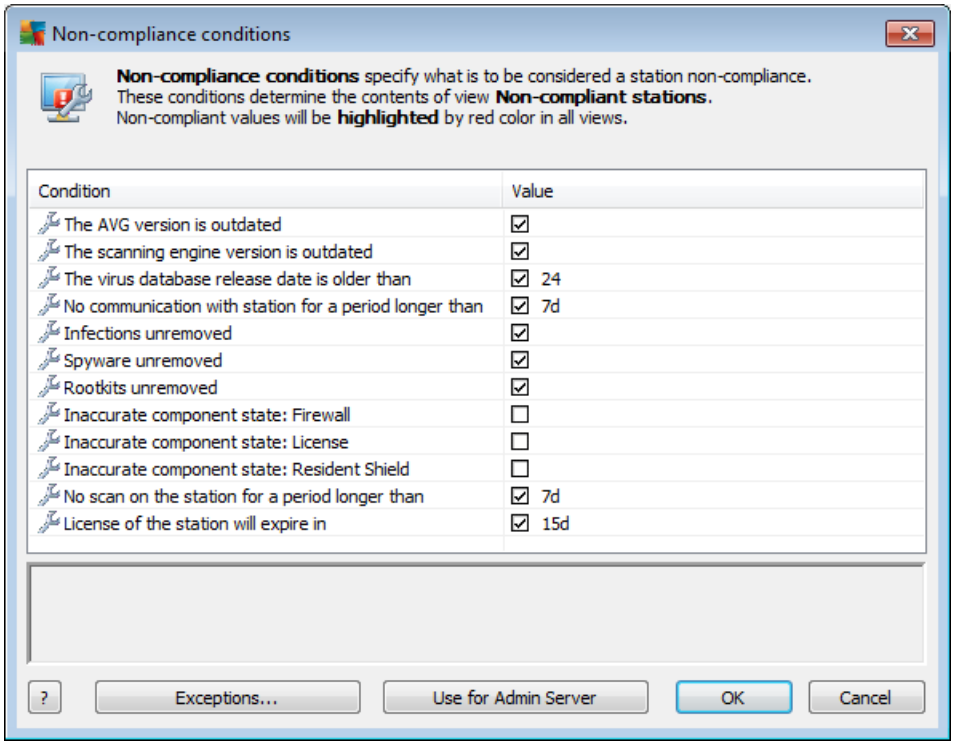
  Contains an overview of component states on each station.

More information on other options and settings can be found in the Configuration/AVG Admin Console chapter.

### 6.4.1. Non-Compliant Stations

The ***Non-compliance conditions*** dialog can be accessed from the application's upper menu by selecting the ***Non-compliance conditions...*** item in the ***View*** menu.

In this dialog, you can specify which conditions a station must fulfill in order to be considered as non-compliant.




The conditions are as follows:

- ***The AVG version is outdated*** - a station will be considered as non-compliant if the AVG version on the station is not up to date.
- ***The scanning engine version is outdated*** - a station will be considered as non-compliant if its scanning engine version is outdated.
- ***The virus database release date is older than*** - if used, stations with the virus database older than the entered interval will be highlighted.
- ***No communication with station for a period longer than*** - a station will be considered as non-compliant if there was no communication with the station for a period longer than a specific amount of days or hours (insert plain digital value for hours and a digital value with ***d*** for days - i.e. 7d for seven days).
- ***Infections unremoved*** - if checked, stations with unremoved infections will be highlighted.
- ***Spyware unremoved*** - if checked, stations with unremoved spyware will be highlighted.
- ***Rootkits unremoved*** - if checked, stations with unremoved rootkits will be highlighted.
- ***Inaccurate component state: Firewall*** - check this to highlight the stations with Firewall component in an inaccurate state.
- ***Inaccurate component state: License*** - check this to highlight the stations with License component in an inaccurate state.

- ***Inaccurate component state: Resident Shield*** - check this to highlight the stations with Resident Shield component in an inaccurate state.

- ***No scan on the station for a period longer than*** - check this to highlight stations that did not perform the whole computer scan or a scheduled scan for a long time. Can be specified in either hours or days.

- ***License of the station will expire in*** - check this to highlight stations that have expired license or their license will expire shortly. You can specify this time in hours (e.g. 7) or in days (e.g. 15d).

The following buttons are available:

- ***Exceptions...*** - allows you to define groups excluded from the selected rules.

- ***Use for Admin Server*** - applies the non-compliance conditions to the AVG Admin Server (to be used in the AVG Admin Report and when generating *non-compliant stations* graphic reports).

Confirm your choice by clicking the ***OK*** button or close it by pressing ***Cancel***.

### 6.4.2. Stations with AVG Firewall

The ***Stations with AVG Firewall*** group contains a list of all network stations with firewall enabled.

Double click your mouse or press the **Enter** key to open the Firewall configuration Dialog. Only certain settings are allowed to change because of safety precautions.

To review all settings and conditions in detail, see chapter Shared Firewall settings.

### 6.4.3. New Stations

Contains only stations that have not been assigned to any user-predefined group yet.

### 6.4.4. Filtering

You can apply various listing filters to the current view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

Within the text filters you can use simple wildcard asterisk character (*). The wildcard character substitutes for any character or a string. For example *Stat** string applied within the ***Station name*** filter will display also *Station01, Station02* etc.

The filtering options for ***Stations*** are as follows:

***Note:*** *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. The results will be displayed immediately.*

- ***Station name***

Insert a custom station name, that you want to filter out.

- ***Station description***

  Insert a custom station description, that you want to filter out.

- ***Station domain***

  Insert a custom station domain name, that you want to filter out.

- ***IP address of station***

  Insert a custom station IP address, that you want to filter out.

- ***Station operating system***

  Insert a custom operating system name or its part, that you want to filter out. For example to display only all stations with Windows XP installed, input the following string:

  *XP*

- ***Infected stations***

  Check this in order to filter out only infected stations.

- ***Stations are not connected after the remote installation***

  Check this to show only stations that failed to connect after the remote installation.

- ***Restart is needed***

  Check this to show only stations that require restart.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

***Note:*** *All filters are case insensitive!*

## 6.5. Servers

The ***Servers*** item contains an overview of all deployed servers and stations with an AVG application server component installed.

### 6.5.1. AVG Admin servers

This item displays a list of AVG Admin servers installed. Double clicking on any server will open a configuration dialog for the given server and allow you to change configuration of the server.

More information on other options and settings can be found in the Configuration/AVG Admin Server

Settings chapter.

### 6.5.2. Application Servers

This item displays a list of stations with an AVG application server installed.

In the current view section you can then find information related to specific stations. Using the tabs, the information is divided into several categories:

- ***Servers tab***

  Contains general information about each station (name, domain, group, last contact etc).

- ***Details tab***

  Displays additional information regarding the stations including IP address, MAC address, operating system, restart request etc.

- ***Versions tab***

  Displays information about versions of AVG, virus base and anti-spyware base on each station.

- ***Component states tab***

  Contains an overview of component states on each station.

More information on other general options and settings can be found in the ***Configuration/AVG Admin Console*** chapter.

If you right-click on the ***Application Servers*** item in the left tree, you can choose from the following options to be applied on application servers:

- ***Shared settings for application servers*** - will open shared advanced settings dialog for application servers.

- ***Access control for application servers***

  If you are using the Full access control feature (***DataCenter*** upper main menu of the AVG Admin Console, ***DataCenter settings*** menu item) and have at least one user account created, you can use this feature to set access rights to the selected group of stations (application servers in this case).

  Double-click on one of the account names to trigger a roll-down menu (or right-click on it to trigger the context menu with same contents). From there, you can choose the permission type:

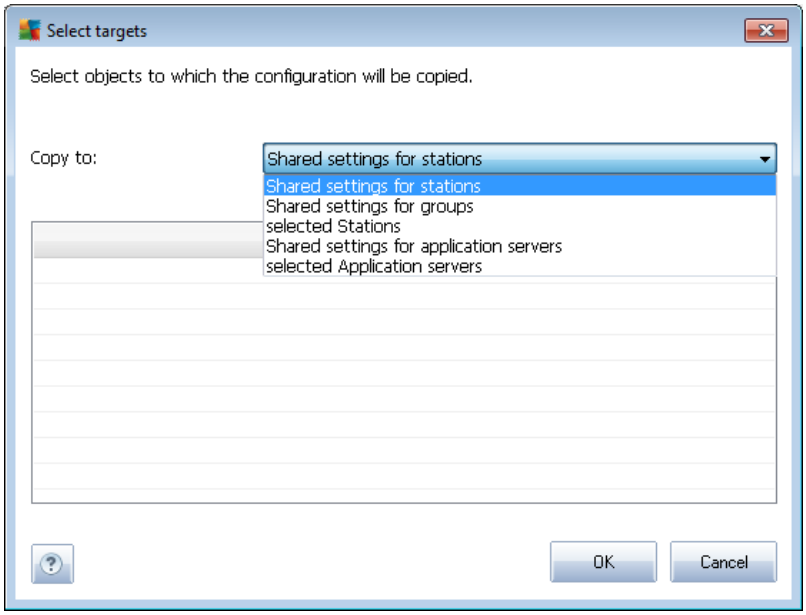
  o ***Full access*** - the chosen user account will have the full access to the group.

- ***Read only*** - the chosen user account will be only able to view the group.
- ***No access*** - the chosen user account will have no access to the group at all.

- ***Synchronize settings*** - will ask all stations in the group for immediate synchronization of settings.
- ***Ask to perform program update*** - will ask all stations in the group to start the program update process.
- ***Ask to perform virus database update*** - will ask all stations in the group to start the virus database update process.
- ***Ask to rollback last anti-virus database update*** - will ask all stations in the group to use previous virus database version and disregard the last one.
- ***Delete temporary update files*** - sends request to all stations to remove temporary update files.
- ***Ask for scan results*** - will ask all stations in the group for scan results.

If you right click on a station in the Application Servers view, you can choose from the following options:

- ***Delete station*** - will delete the station from the AVG DataCenter.
- ***Station overview*** - will launch a station overview dialog that contains well arranged detailed information related to such station. The dialog offer the following working buttons:
  - ***Settings*** - opens station settings.
  - ***Firewall Settings*** - displays Firewall settings of the currents station. Available only if there is the Firewall component installed.
  - ***Export*** - allows you to export the information into a .csv file.
  - ***Close*** - closes the dialog.
- ***Settings*** - will open the Station settings dialog.
- ***Firewall settings*** - will open the Firewall settings for station dialog.
- ***Synchronize settings*** - will ask for immediate synchronization of stations' settings with the AVG DataCenter.
- ***Copy settings*** - gives you three options to choose from:
  - ***Copy settings to...*** - triggers a new dialog:




Use this dialog to copy application server settings between groups, stations and/or application servers. You can select objects you want to copy the configuration to by choosing a group from the roll down menu, and/or selecting separate group or station by checking the checkbox near its name. When you're done, click **OK** button to confirm your choice.

- ***Import settings...*** - allows you to load settings from the configuration file of your choice and apply them to a selected application server. This file (in ***.pck*** format) may or may not include Firewall settings (depending on the station or a group of station previously used for its creation). For more info on creation of configuration files, see the description of ***Export settings...*** item below.

- ***Export settings...*** - allows you to save settings (including Firewall settings, if Firewall is present on at least one of the stations) for the selected application server to a single configuration file (in ***.pck*** format). You will be asked to specify where you wish this file to be stored. Settings from the configuration file can be applied to any station, application server or a group of stations (via above-mentioned ***Import settings...*** item). It is also possible to apply them using the AVG Settings Manager tool.

- ***Show logs of server plugin*** - displays logs of the selected server component. You can choose a custom date range. Use the ***Reload*** button to display the most current results.

- ***Show server plugin statistics*** - displays statistics of the selected server component. Use the ***Reload*** button to display the most current results, ***Reset statistics*** button to delete the current values and ***Show details*** button to view the logs.

- ***Reset server plugin statistics*** - use this option to immediately reset statistics of the selected server component.

- ***All tasks*** - for the description of all sub items please refer to the chapter ***Configuration/AVG***

***Admin Console/Context menu***.

More information on options and settings of individual application servers can be found in the ***Configuration/Shared Settings for Application Servers*** chapter.

### 6.5.3. Filtering

You can apply various listing filters to the current view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

Within the text filters you can use simple wildcard asterisk character (*). The wildcard character substitutes for any character or a string. For example *Stat** string applied within the ***Station name*** filter will display also *Station01, Station02* etc.

The filtering options for ***Servers*** are as follows:

***Note:*** *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. The results will be displayed immediately.*

- ***Station name***

  Insert a custom station name, that you want to filter out.

- ***Station description***

  Insert a custom station description, that you want to filter out.

- ***Station domain***

  Insert a custom station domain name, that you want to filter out.

- ***IP address of station***

  Insert a custom station IP address, that you want to filter out.

- ***Station operating system***

  Insert a custom operating system name or its part, that you want to filter out. For example to display only all stations with Windows Server 2003 installed, input the following string:

  *Server 2003*

- ***Infected stations***

  Check this in order to filter out only infected stations.

- ***Stations are not connected after the remote installation***

Check this to show only stations that failed to connect after the remote installation.

- ***Restart is needed***

  Check this to show only stations that require restart.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

***Note:*** *All filters are case insensitive!*

## 6.6. Scan results

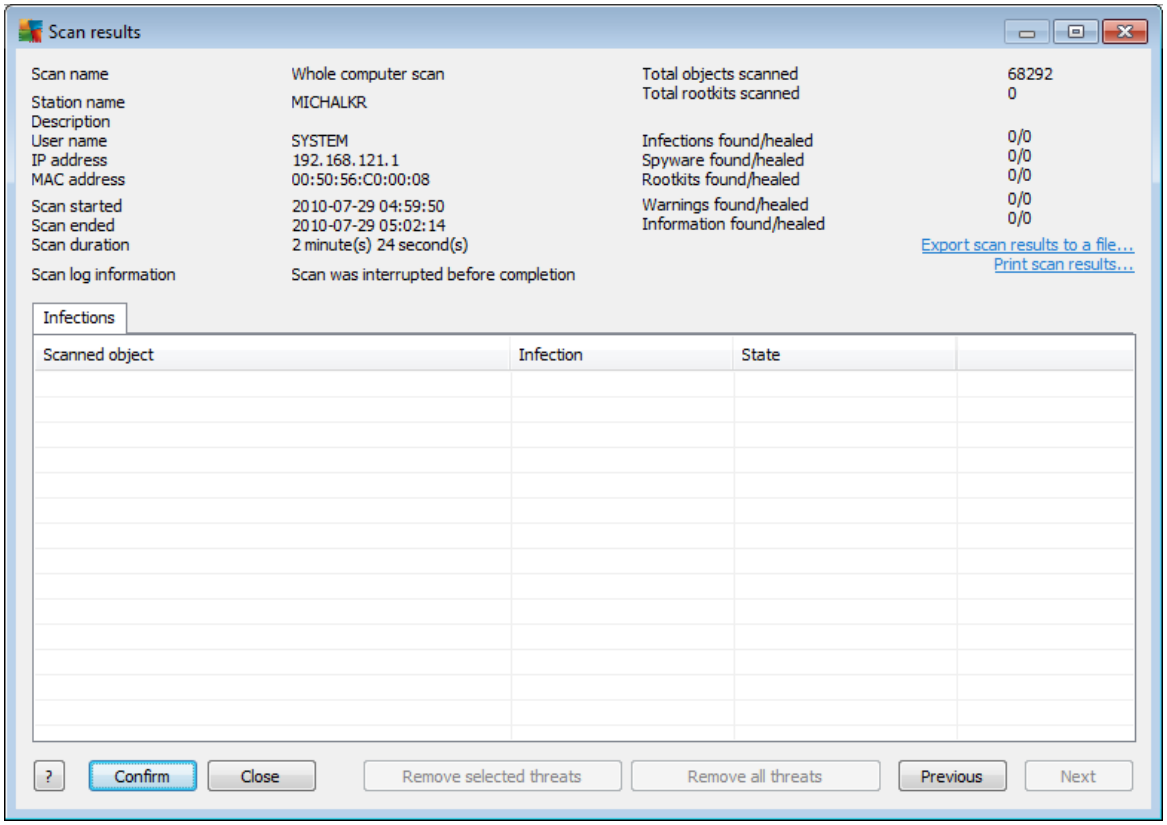
This item offers an overview of all scan results (including results from the Resident shield or Online Shield) on stations together with detailed information related to specific scans. The scan results are by default regularly retrieved from the station, but if you require, you can request them manually:

- ***for individual stations*** - by right-clicking on a station name in the Stations/group view and selecting the ***All Tasks/Ask for scan results*** item.
- ***for all stations in a group*** - by right-clicking on the group name and selecting the ***Ask for scan results*** item.
- ***for all stations*** - by right-clicking on the ***Stations*** item in the main tree and choosing the ***Ask for scan results*** item.

The right-click context menu contains the following options:

- ***Delete scan results*** - will delete the chosen scan results.
- ***Confirm scan results*** - will mark the selected scan results as confirmed. *Confirmation time* column will then contain date and time of the confirmation. Also, you will not find the number of infections from the accepted scan result within the other reports.
- ***Update scan results*** - will synchronize all selected scan results again.
- ***Scan Result details***

Use this option to view specific scan results:




Depending on the viruses found, more tabs may be displayed. Each tab contains a list of findings (i. e. Infections, Spyware etc.). On each tab, the following options are available:

- ***Confirm*** - this button will mark the test result as confirmed and you will not find the number of infections from the accepted test within the other reports.
- ***Cancel*** - closes the window.
- ***Remove selected threats*** - removes only the selected threats.
- ***Remove all threats*** - removes all threats in the list.
- ***Previous*** - shows the previous scan result in the Scan results view, if available.
- ***Next*** - shows the next scan result in the Scan results view, if available.
- ***Export scan results to a file*** - click this hyperlink to save the listed scan results to a text file (.csv).
- ***Print scan results*** - click this hyperlink to open a standard print dialog and print out the results.

Right-clicking on a finding in the list will allow you to choose from the following actions (availability of the actions depends on file/infection type):

- ***Heal*** – will ask the station to try healing the selected finding(s).
- ***Delete*** - will ask the station to delete the selected finding(s).
- ***Move to Vault*** - will ask the station to remove the selected finding(s) to the station's Virus Vault.
- ***Add as exception*** - will ask the station to create an exception for the selected finding(s). AVG will then ignore the file and will not report it anymore.

If the station is active, the requested operation(s) will be done immediately after the request. If the station is not currently active (i.e. is not connected to the AVG Datacenter), all pending operations will be processed next time the station connects.

Once you request an action, then if the AVG station is active, it will try to find the requested test result and process all selected infections.

One of the action result states, listed below, will be displayed in the State column. The states are as follows:

- ***Healed*** - the file was cleaned.
- ***Infected*** - the file is infected.
- ***Moved to Virus Vault*** – the file was moved to the Virus vault on the station.
- ***Restored from Vault*** - the file was restored from the Virus Vault.
- ***Deleted*** - the infection was deleted.
- ***Added as exception*** – the infection was added to the list of exceptions (will no longer be considered as a threat).
- ***Potentially dangerous object*** - the file is potentially dangerous.

### 6.6.1. Filtering

You can apply various listing filters to the current view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

Within the text filters you can use simple wildcard asterisk character (*). The wildcard character substitutes for any character or a string. For example *Stat** string applied within the ***Station name*** filter will display also *Station01, Station02* etc.

The filtering options for ***Scan results*** are as follows:

***Note:*** *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. The results will be displayed immediately.*

- ***Station name***

  Insert a custom station name, that you want to filter out.

- ***Station description***

  Insert a custom station description, that you want to filter out.

- ***Scan name***

  Insert a custom scan name, that you want to filter out.

- ***User name***

  Insert a custom username, that you want to filter out.

- ***Severity***

  Choose a preferred severity level from the drop down menu.

- ***Including rootkits***

  Choose if scan results with rootkits should be filtered out.

- ***Unconfirmed***

  This filter will display only unconfirmed scan results.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

***Note:*** *All filters are case insensitive!*

## 6.7. Events

The ***Events*** item allows you to view individual events sent to AVG DataCenter as defined in the Alert Manager (see Configuration/Alert Manager Settings for more information). Each line represents one event and can be sorted by Severity, Event type, Station name etc. by simply clicking a column name. To review an event details, double click its line.

Available right-click context menu options are as follows:

- ***Event details*** - displays details of the event.
- ***Mark as read*** - marks the event as read.
- ***Delete selected events*** - removes chosen events.

### 6.7.1. Filtering

You can apply various listing filters to the current view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

Within the text filters you can use simple wildcard asterisk character (*). The wildcard character substitutes for any character or a string. For example *Stat** string applied within the ***Station name*** filter will display also *Station01, Station02* etc.

The filtering options for ***Events*** are as follows:

***Note:*** *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. The results will be displayed immediately.*

- ***Severity***

  Insert a severity value, that you want to filter out.

- ***Event type***

  Insert event type value, that you want to filter out.

- ***Station name***

  Insert a custom station name, that you want to filter out.

- ***Username***

  Insert a custom username, that you want to filter out.

- ***Date***

  Select a custom period that you want to filter out.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

***Note:*** *All filters are case insensitive!*

## 6.8. Notifications

The ***Notifications*** item allows you to select from predefined notification actions. These notifications once set can inform an administrator via e-mail about different events within the AVG Admin Console.

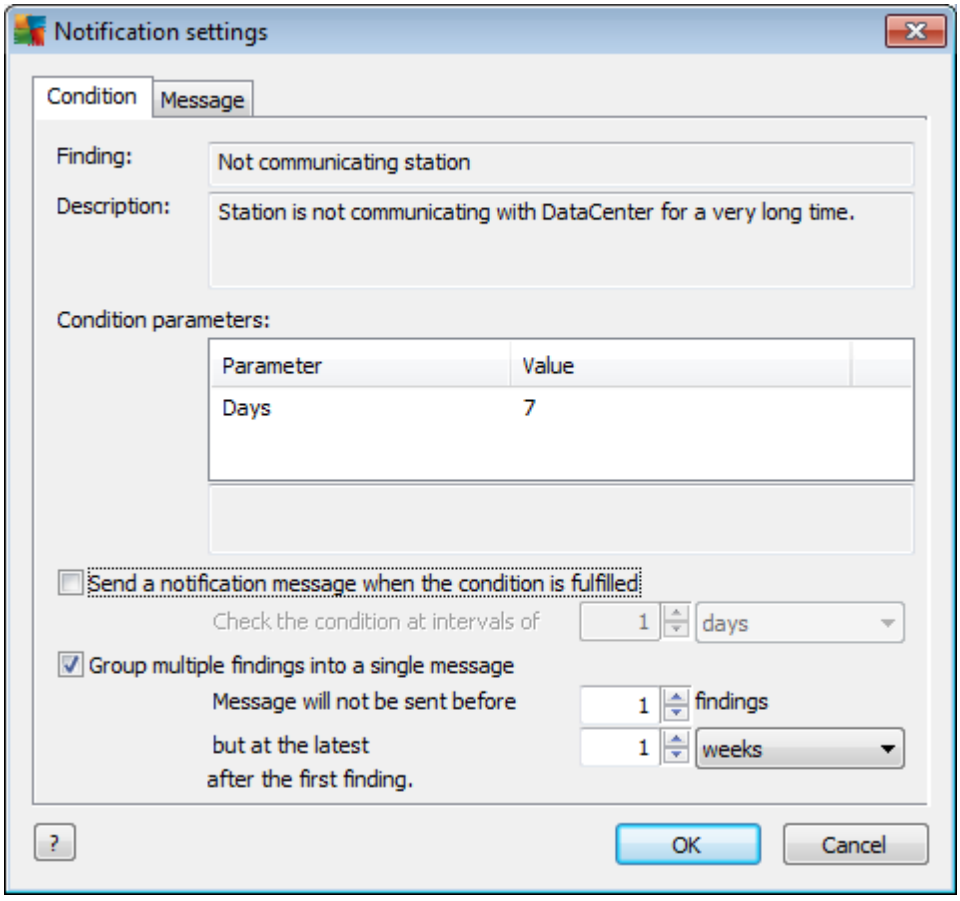
***Note:*** *Proper dispatch of e-mail notifications requires correct SMTP server definition on the Configuration / AVG Admin Server Settings / E-Mail tab.*

To activate a notification you need to right click on its line and from the context menu select ***Active***.

Double-clicking a line (i.e. specific notification) will open Notification settings dialog, that allows further customization (see the chapters below).

### 6.8.1. Condition Tab

On this tab you can customize under which conditions the notification should be sent.




Check the ***Send a notification message when the condition is fulfilled*** checkbox to receive an e-mail once the above mentioned parameters or the condition generally is met.

You can also select a period in which the condition should be checked.

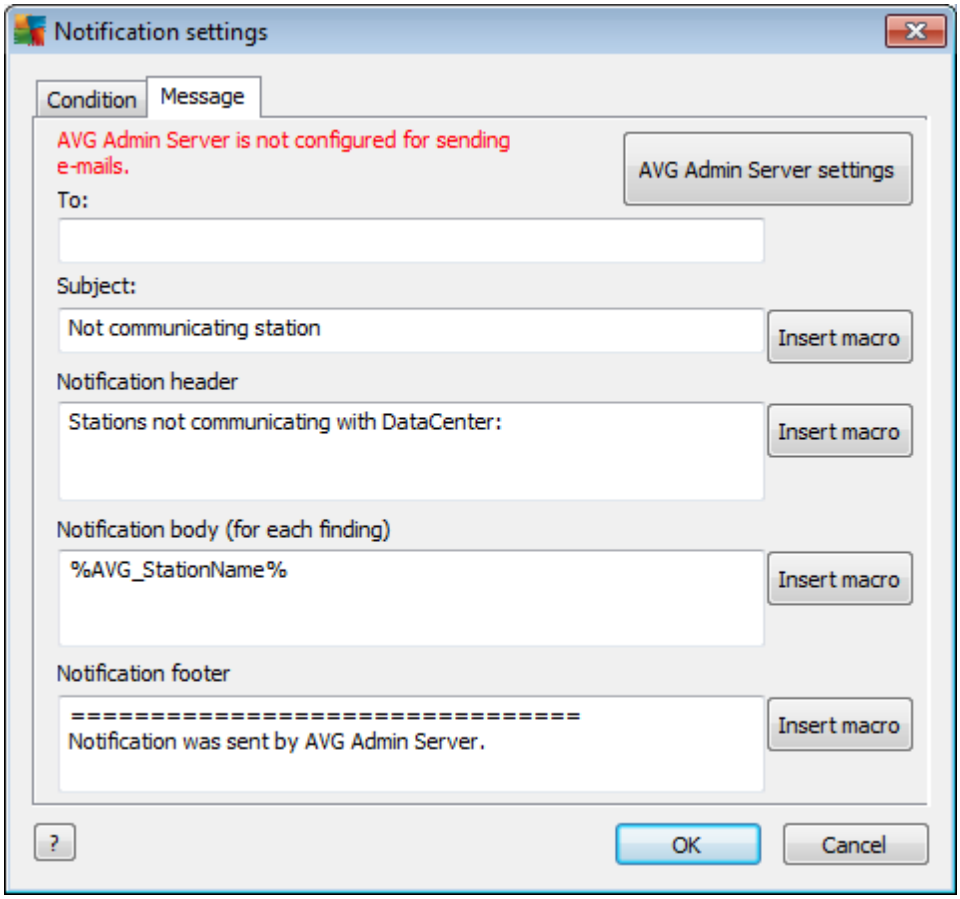
Check the ***Group multiple findings into a single message*** checkbox, if you want to customize

number of event occurrences that must occur before the notification message will be sent.

Certain notifications have also some ***Condition parameters*** available, which can be changed by double-clicking the appropriate line and inserting the requested value.

### 6.8.2. Message Tab

On this tab you can customize the notification message itself.



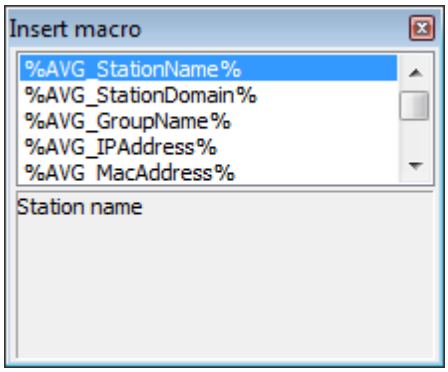

If the AVG Admin Server is not configured properly for sending e-mail messages, you should correct the settings by clicking the ***AVG Admin Server settings*** button. More information can be found in the ***Configuration/AVG Admin Server settings/E-mail tab*** chapter.

The available fields are as follows:

- ***To*** - insert a message recipient address (in the form *example@somedomain.com*).
- ***Subject***
- ***Notification header***
- ***Notification body***

- ***Notification footer***

Into these fields you can insert either custom text to be displayed within the message, or use a macro to insert a variable. To use a variable (macro), simply click ***Insert macro*** button located next to each message part.




The variable will be converted to a real value once the message is sent from the AVG DataCenter. The possible variables (macros) are as follows:

- ***%AVG_StationName%*** - name of the station.
- ***%AVG_StationDomain%*** - The domain name in which the station exists (if applicable).
- ***%AVG_GroupName%*** - the group name, in which the station is located.
- ***%AVG_IPAddress%*** - the station IP address.
- ***%AVG_MacAddress%*** - the MAC address of the station.
- ***%AVG_LastCall%*** - last time the station contacted the AVG DataCenter.
- ***%AVG_WinVersion%*** - the version of MS Windows.
- ***%AVG_AvgVersion%*** - the AVG version on the station.
- ***%Antivirus_Version%*** - the version of the antivirus database.
- ***%AVG_StationDesc%*** - the description of the station.
- ***%AVG_Installtime%*** - installation time.
- ***%AVG_Infected%*** - number of unremoved infections.
- ***%AVG_ScanStarted%*** - start of a scan.

## 6.9. Graphic Reports

***Note:*** *As Graphic reports are generated by the* ***AVG Admin Server****, report generation will only work if installed on a computer where* ***AVG Admin Server*** is also installed.

The Graphic reports allow users to quickly and easily generate well arranged reports. Reports may show various summaries and statistics. Graphical reports are accessible from the main AVG Admin Console navigation tree.

The reports are always generated in the language that has been chosen during installation of the AVG Admin Server.

You can generate reports in one of two ways:

- By navigating to ***Graphic reports/Report schedules*** and choosing to define a new report schedule.
- By selecting station(s) or server(s) directly and from the right-click context menu choosing ***Generate new report*** item. The same applies to groups.

In both cases the ***Report schedule definition wizard*** will be launched and you will be able to choose properties of your report. More information can be found in the ***Report Schedules chapter*** below.

***Note:*** *Generated reports are physically saved to a temporary location on your hard drive, under the AVG10 data folder (e.g. C:\Documents and Settings\All Users\Application data\avg10\Admin Server Data\Reports). Each generated report will consume some hard drive capacity (from 0,1 to 0,5 MB approximately, but can be even more, if you have lots of stations). Therefore if you suffer from insufficient disk space, we recommend creating only a reasonable amount of reports or deleting the old ones accordingly.*

During ***Export/Import*** (available through ***DataCenter/Database Export***) of the AVG Admin Console data, only Report schedules and generated reports will be processed. Report templates will not be exported or imported.

Once you import your former exported data, Graphic reports will not be available until you restart the AVG Admin Server!

### 6.9.1. Report Templates

There are some predefined templates that can be quickly used for report generation. Some templates allow you to set additional parameters for more precise reports.

To create a report directly from this menu, right-click on the report you want to generate and select the ***Generate report from template*** menu item. If you prefer only to display a preview of the report layout, select ***Template preview***.

- ***All stations*** - shows all stations registered in the AVG Admin Console

  Available parameters:

- ***Minimum count of infected objects*** - type in the minimum count of infected objects on station. 0 = disable this parameter.
- ***IP address starts with*** - specify the beginning part of the IP address.
- ***Type of Chart*** - choose the requested chart type (default selection is pie chart).
- ***Grouped by*** - the result data will be grouped by the selected column.

- ***Non-compliant stations*** - shows stations in a non-compliant state according to conditions available from the ***View/Non-compliance conditions*** menu.
- ***Stations by AVG Version*** - shows all stations sorted by AVG version.

  Available parameters:

  - ***Type of Chart*** - choose the requested chart type (default selection is pie chart).
- ***Stations not communicating longer than N days***

  Available parameters:

  - ***Number of days*** - choose the number of days for which the stations were not communicating.
  - ***Type of Chart*** - choose the requested chart type (default selection is pie chart).
  - ***Grouped by*** - the result data will be grouped by the selected column.
- ***Most infected stations*** - shows top infected stations.

  Available parameters:

  - ***Stations count in report*** - limit the number of stations in the report. 0 = unlimited.
  - ***Type of Chart*** - choose the requested chart type (default selection is pie chart).
  - ***Severity*** - choose the minimum scan results severity to be included in the report.
  - ***Including rootkits*** - choose whether to include rootkits to the report or not.
  - ***Grouped by*** - the result data will be grouped by the selected column.
  - ***Time interval from*** - specify the beginning of the time interval for selecting data (last day, last week, last month, last year, unlimited).
  - ***Time interval to*** - specify the ending of the time interval for selecting data (last day, last week, last month, last year, unlimited).
  - ***Include only threats*** - choose to include confirmed/unconfirmed or all threats.

- ***Most threats*** - This report shows the top threats of all stations.

  Available parameters:

  - ***Viruses count in report*** - limit the number of viruses in the report. 0 = unlimited.
  - ***Time interval*** - specify the time interval for selecting data (last day, last week, last month, last year, unlimited).
  - ***Type of Chart*** - choose the requested chart type (default selection is pie chart).
  - ***Grouped by*** - the result data will be grouped by the selected column.
  - ***Severity*** - choose the minimum scan results severity to be included in the report.
  - ***Including rootkits*** - choose whether to include rootkits to the report or not.

- ***Virus scan report*** - This report shows the status of viruses.

  Available parameter:

  - ***Time interval*** - specify the time interval for selecting data (last day, last week, last month, last year, unlimited).
  - ***Severity*** - choose the minimum scan results severity to be included in the report.
  - ***Including rootkits*** - choose whether to include rootkits to the report or not.

- ***Viruses on stations*** - This report shows the viruses on stations.

  Available parameters:

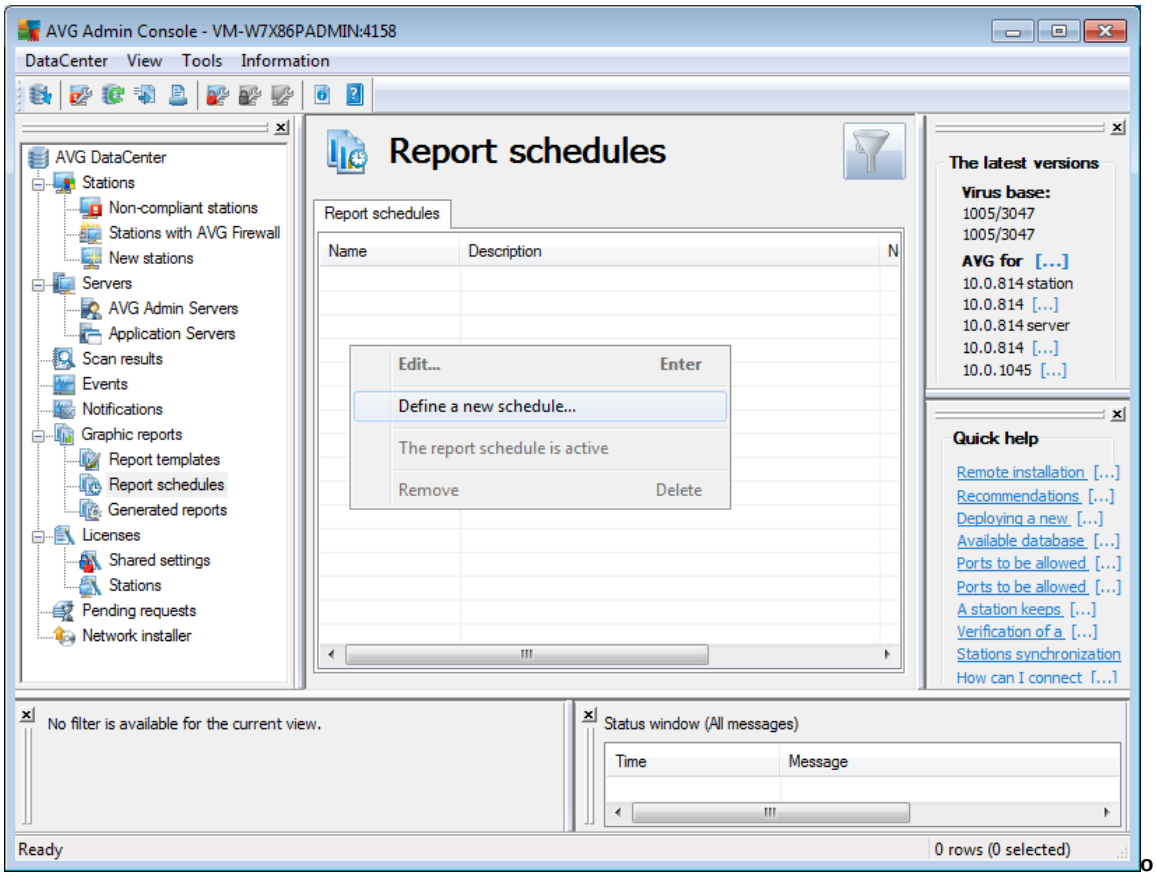
  - ***Time interval*** - specify the time interval for selecting data (last day, last week, last month, last year, unlimited).
  - ***Severity*** - choose the minimum scan results severity to be included in the report.
  - ***Including rootkits*** - choose whether to include rootkits to the report or not.

### 6.9.2. Report Schedules

In this group, you can create, edit and view graphic report schedules. Actions applicable on individual or multiple reports are available through the right-click context menu:

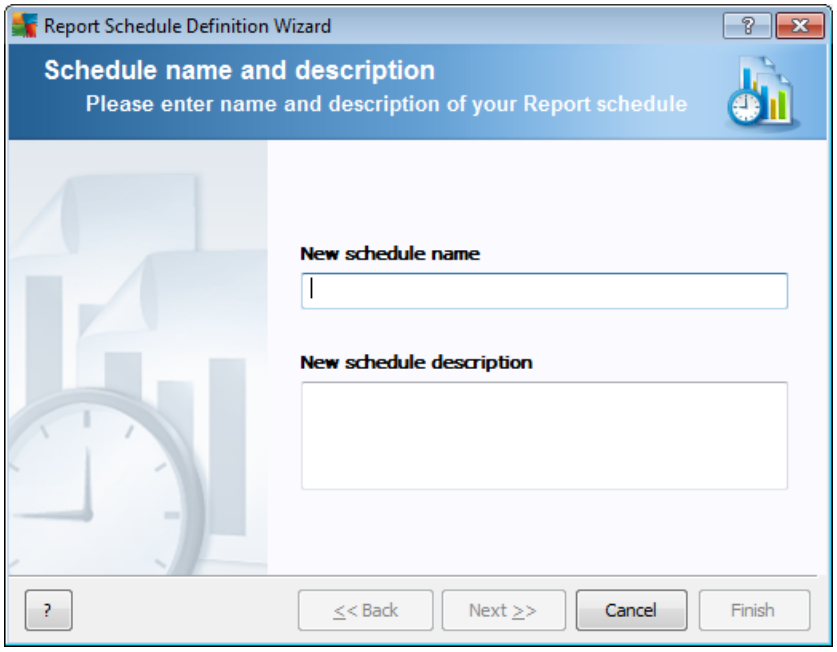
- ***Edit*** - opens an edit dialog for the selected schedule.
- ***Define a new schedule*** - will start the wizard for creating a new report schedule.
- ***The Report Schedule is active*** - use this function to activate or disable selected report(s).
- ***Remove*** - removes selected reports from AVG DataCenter.

By default, there are no schedules available. To prepare a new scheduled report, right-click in the Report schedules area and select the ***Define a new schedule*** item from the menu.

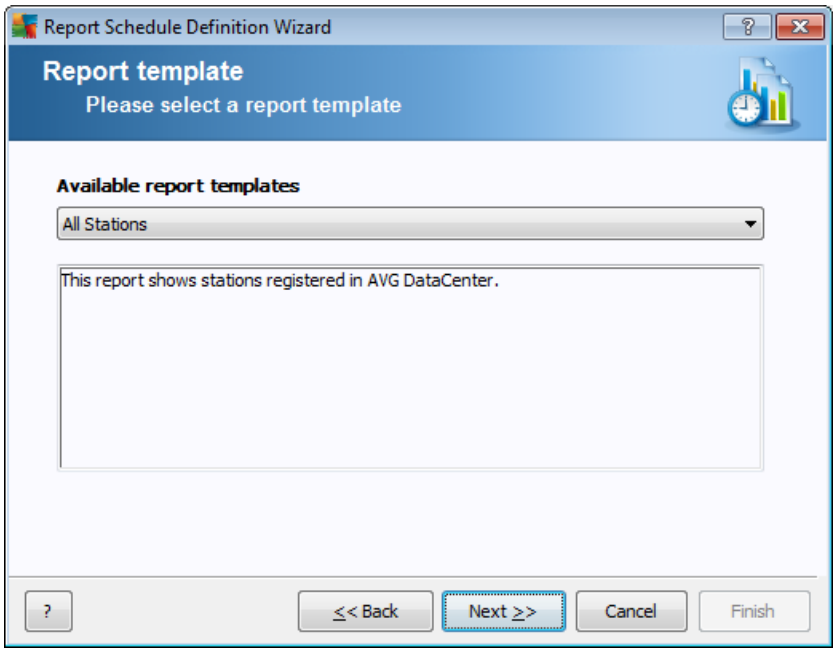



***Note:*** *You can generate reports also from the Stations/Servers/Groups view group simply by selecting a station or stations and choosing* ***Generate new report*** *from the right-click context menu.*

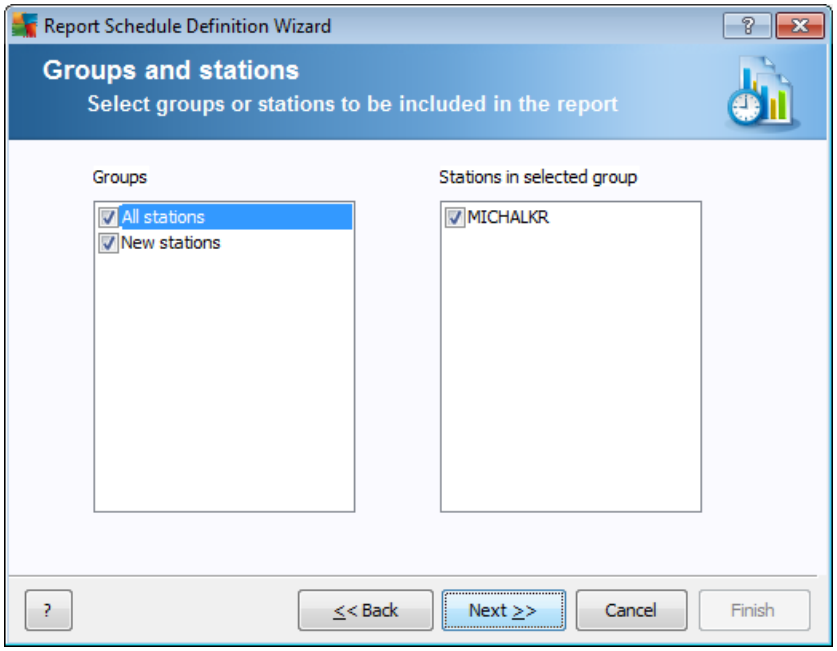
A new dialog will come up:



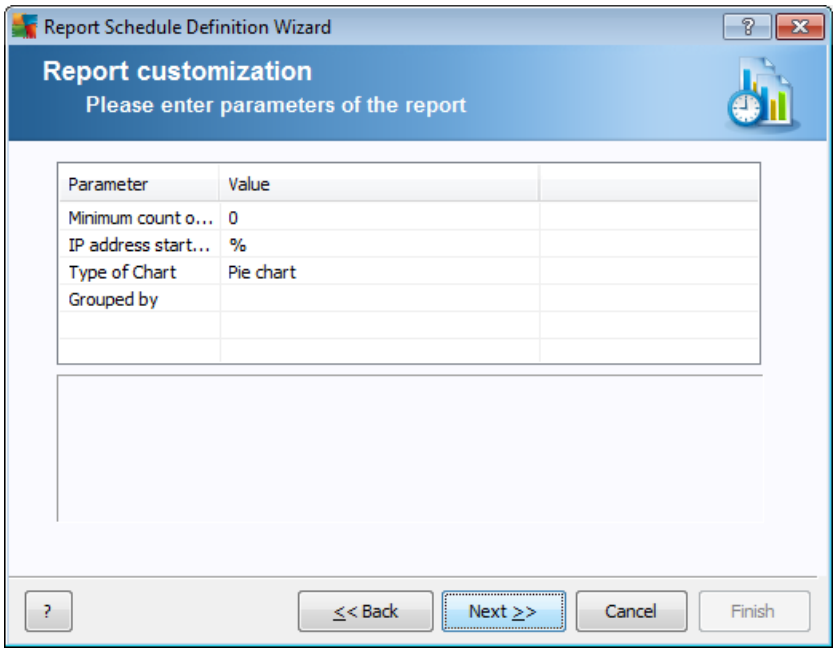

Fill in the Name and Description. Proceed to the next dialog by pressing the ***Next*** button.



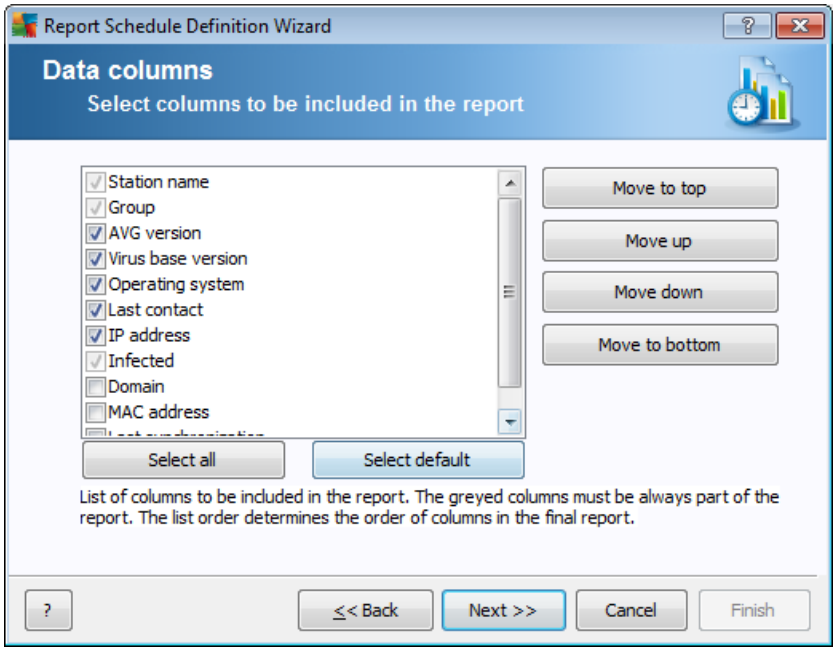

From the rollover menu select which template you want to use for your report.




On the left choose which groups should be included and on the right choose individual stations for the report.

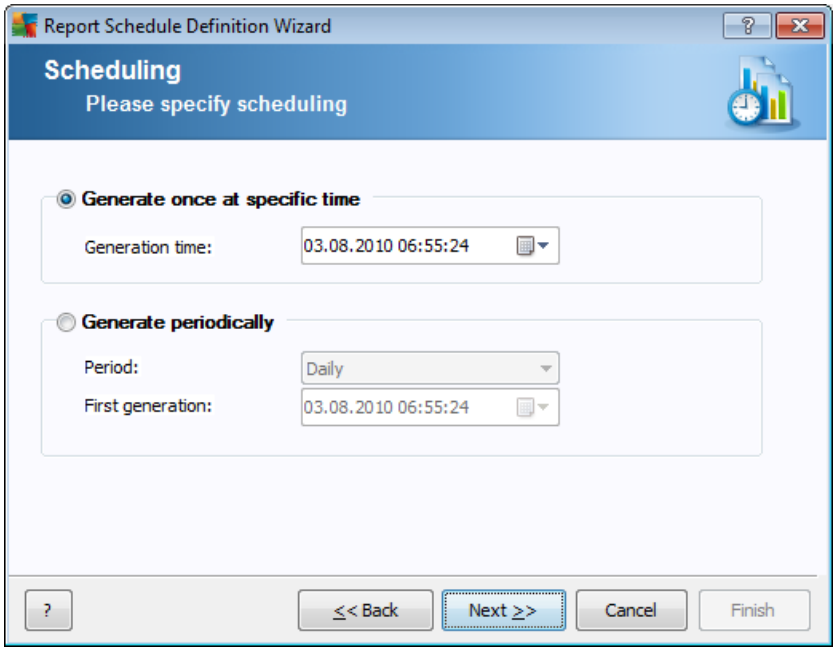



If there are additional parameters available for the selected report, fill in the requested values, or leave the default values. For more information on templates, see the Report templates section above. Once ready, press the ***Next*** button.




In this dialog choose which columns you wish to include in your report. Click the ***Select all*** button to include all columns or use the ***Select default*** button to keep the default one. To change the order of the columns, first select the desired column you wish to move and choose the appropriate action:

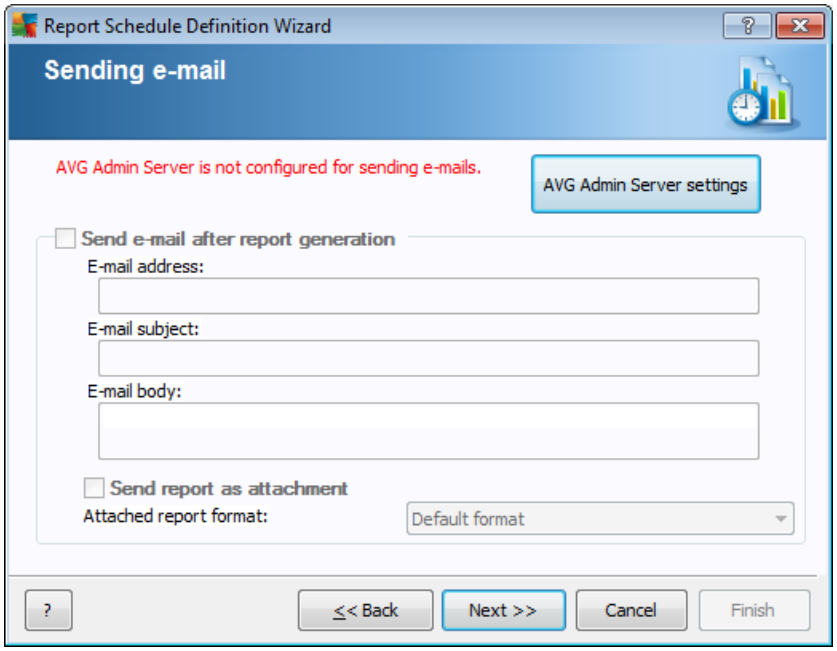
- ***Move to top*** - moves the selected column to the first place.
- ***Move up*** - moves the selected column one step up.
- ***Move down*** - moves the selected column one step down.
- ***Move to bottom*** - moves the selected column to the very end position.




In this dialog, choose whether you want to generate the report only once in the selected time, or to generate the report periodically:

- ***Generate once at a specific time*** - choose the exact time and date of generation.
- ***Generate periodically*** - Choose a ***Period*** (daily, weekly, monthly) of generation and ***First generation*** time and date.

Press ***Next*** button to proceed to the following part:



If you want to send the report or notification by e-mail when it is generated, enable the ***Send e-mail after report generation*** checkbox.

In order to be able to use the e-mail feature, you must first configure the SMTP settings in the AVG Admin Server (E-mail tab).

Click on the ***AVG Admin Server settings*** to configure the SMTP/E-mail settings now.

***Note:*** To learn more about configuring the AVG Admin Server settings for sending E-mail, see the E-mail tab topic in the Configuration/AVG Admin Server Settings chapter.

If you have already previously configured the E-mail tab in the AVG Admin Server configuration, you should see predefined values already in the correct fields. If not, please check the AVG Admin Server settings or fill in your custom values.

If you want to receive reports directly as an attachment, enable the ***Send report as attachment*** checkbox and from the rollover menu select, which format you prefer for delivery of your report(s).

If you do not select to receive the report as an attachment, you will only receive a notification e-mail and will have to review the report manually within the AVG Admin Console.

Once ready, proceed to the final screen by pressing the ***Next*** button.

In the next screen check, if all settings are correct and complete the process by pressing the ***Finish*** button.

### 6.9.3. Generated Reports

This group contains a list of all currently generated reports.

To open a report, right-click on the chosen line and from the context menu select the ***Show*** item.

To delete a report right-click on the chosen line and from the context menu select the ***Remove*** item.

Once you have opened one of your generated reports, you can then also print it on your printer or save it as a zip archive containing html files and related pictures.

### 6.9.4. Filtering

You can apply various listing filters to the ***Generated reports*** view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

Within the text filters you can use simple wildcard asterisk character (*). The wildcard character substitutes for any character or a string. For example *Stat** string applied within the ***Station name*** filter will display also *Station01, Station02* etc.

The filtering options for the ***Generated reports*** are as follows:

***Note:*** *To use a filter, simply tick the checkbox next to its name and double click the line to insert a*

*value. The results will be displayed immediately.*

- ***Report template***

  From the roll down menu choose a report template name, that you want to filter out.

- ***Schedule name***

  Insert a custom report schedule name, that you want to filter out.

- ***Date***

  Insert a custom date and time value, that you want to filter out.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

***Note:*** *All filters are case insensitive!*

## 6.10. Licenses

This item offers an overview of all license numbers used. It allows you to easily monitor all existing license numbers, and add or update license number for individual or multiple stations.

### 6.10.1. Shared Settings

In the view, you will see the list of all groups (including the custom ones).

You have the following options available from the right-click context menu applicable for each group:

- ***Mandatory*** - will mark the usage of the given license number as mandatory for the selected group, which means, that all stations in this group will use it.
- ***Change license number*** - will open a new dialog allowing you to insert a different license number.

Once changed, the license number will apply for all stations in the given group.

***Note:*** *The new license number(s) will be deployed to individual stations once the synchronization process takes place. More information about the synchronization process can be found in the Synchronization process chapter.*

### 6.10.2. Stations

In the view, you will see the list of all stations. You have the following options available from the right-click context menu applicable for each station:

- ***Mandatory*** - will mark the usage of the given license number as mandatory for the selected station.
- ***Change license number*** - will open a new dialog allowing you to insert a different license

number.

Once changed, the license number will apply for all stations in the given group.

***Note:*** *The new license number(s) will be deployed to individual stations once the synchronization process takes place. More information about the synchronization process can be found in the Synchronization process chapter.*

## 6.11. Pending Requests

This item allows you view all currently pending requests sent from the AVG Admin Console. You can also delete them by right-clicking on them and selecting ***Delete selected requests*** from the context menu.

### 6.11.1. Filtering

You can apply various listing filters to the ***Pending requests*** view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

Within the text filters you can use simple wildcard asterisk character (*). The wildcard character substitutes for any character or a string. For example *Stat** string applied within the ***Station name*** filter will display also *Station01, Station02* etc.

The filtering options for the ***Pending requests*** are as follows:

***Note:*** *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. The results will be displayed immediately.*

- ***Request type***

  Double-click the field to open drop-down menu with list of request types and choose the one you wish to filter out.

- ***Station name***

  Double-click the field to insert a custom station name to be filtered out.

- ***Date***

  Insert a custom date and time value, that you want to filter out.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

***Note:*** *All filters are case insensitive!*

## 6.12. Network Installer

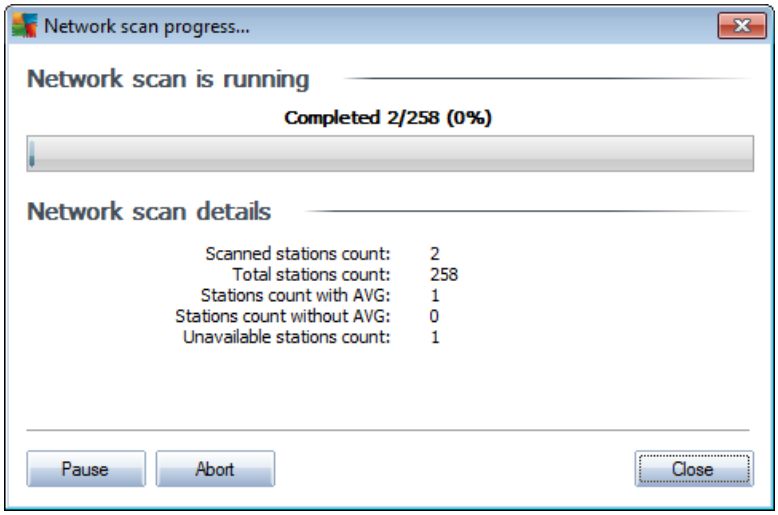
This is the integrated Network installer that allows you to add/remove stations for remote installation and observe the installation status.

***Note:*** *This option serves only for network installation. If you prefer to create an installation script, you need to use the standalone* ***AVG Network Installer Wizard****.*

To add a new stations for remote installation, simply right-click on the ***Network installer*** node name and from the context menu select ***Add new stations***. The ***Network scanning*** dialog appears. See the ***Network scanning*** chapter for more information.

The other context menu items are as follows:

- ***Show network scan progress***




  Displays an overview of the network scanning process. Use the ***Abort*** button to stop the scanning process. The ***Pause*** button will temporarily stop the process (use ***Continue*** button resume the scanning).

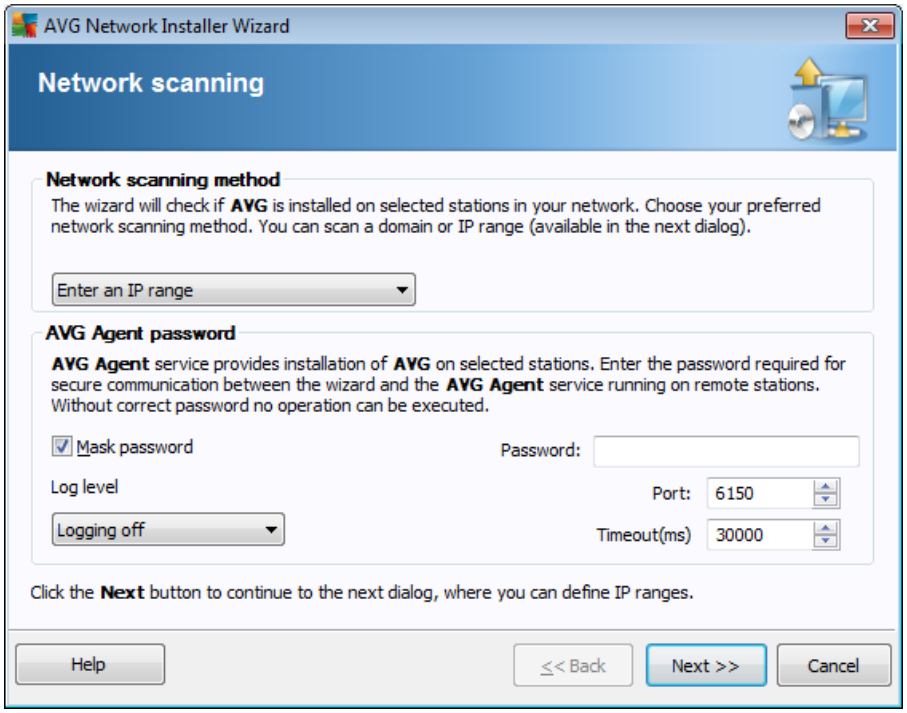
- ***Export all station list*** - allows you to export the list of added stations into a .csv file.
- ***Install all stations*** - will start installation on all stations in the list.

### 6.12.1. Network Scanning

Before you begin with adding stations and remote installations, you may want to review the following chapters:

- ***Remote Installation on Windows XP Home***
- ***Recommendations for Components***
- ***Network Requirements***

Before you can install a station remotely, you need to add it via an easy to use wizard. To do so, simply right-click on the ***Network installer*** node name and from the context menu select ***Add new stations***. The ***Network scanning*** dialog appears:




In the **Network scanning method** section choose from the drop down list, your preferred method for selecting stations. The possible options are as follows:

- ***All stations from the domain*** - this option will scan all stations available in your local domain.
- ***Enter an IP range*** - this option will allow you to choose a specific range of IP addresses.
- ***Import stations from file*** - a new dialog will appear and you will be able to choose a file with a list of stations to be scanned. The source text file should contain one station name or an IP address per line.
- ***Select a single station*** - this option lets you type in a specific Computer name (DNS name) or IP address.
- ***Select from Active Directory*** - allows you to choose specific stations directly from the Active Directory.

  ***Note:*** *This option is available only if the current computer is part of a domain.*

The ***AVG Agent password*** section contains a Password field where you can optionally enter a password to protect communication between the wizard and the **AVG Agent** service on remote stations. Once set, no operations using the wizard can be performed on the remote stations without knowing the password. The password is related to the **AVG Agent** service only, and it does not

influence any other remote station settings.

***Mask password*** checkbox - Selecting this option will prevent the password from being displayed on your computer's monitor.

***Note:*** *The installation process on the station is hidden, i.e. a logged user will not be able to interfere with the installation progress.*

The ***Log Level*** option allows you to specify the logging detail level:

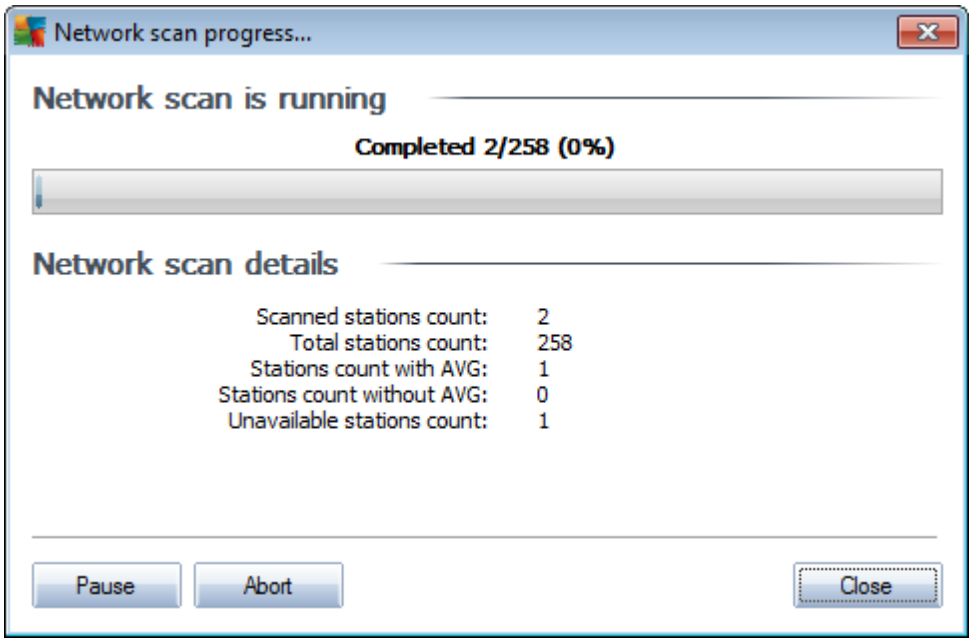
- ***Errors only*** – only application's run related errors are logged – such as unauthorized connection attempts, network timeouts and so on.
- ***Detailed*** – information on the operations requested and performed by the service on a station.
- ***Debug*** – very detailed records covering the program diagnostics. After selecting this level, the log files will be very large.
- ***Logging off*** - no logs will be saved (default).

Other configurable options:

- ***Port*** – TCP/IP communication port, where the AVG Agent service listens for the wizard connection. The default value is 6150 and usually there is no need to change this.
- ***Timeout*** – the AVG Agent and wizard communication timeout value in milliseconds. When there is no response within the specified value in the AVG Agent and wizard communication process, the connection is terminated with an error. If you have a very busy network or the stations with AVG installed are very slow, you can increase this timeout value to prevent connection timeout errors.

Once you select all required parameters, proceed by clicking the ***Next*** button.

If you choose to add all stations from the domain, the network scanning dialog will appear:

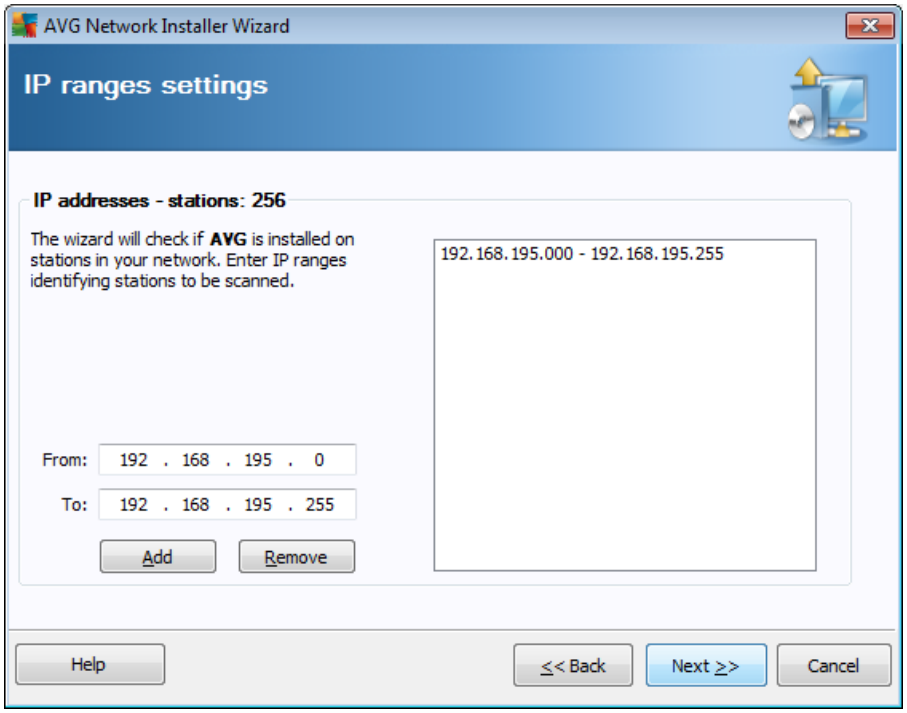



The dialog displays an overview of the network scanning process. You do not have to wait for it to stop scanning - simply close it by using the ***Close*** button and continue working with the Console. To open this dialog again, simply right-click on the ***Network installer*** node name and from the context menu select ***Show network scan progress***.

The dialog allows you to stop the scanning process by using the ***Abort*** button. The ***Pause*** button will temporarily stop the process (use ***Continue*** button resume the scanning).

Once you finish adding stations, proceed to the ***Remote Network Installation*** chapter for instructions how to remotely install the required stations.

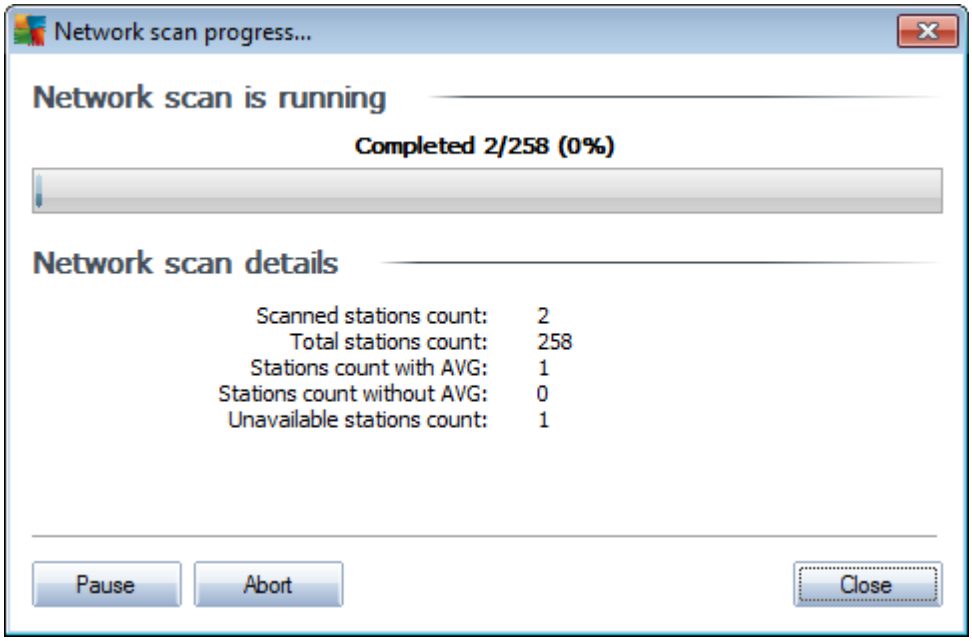
If you choose to add stations according to an IP range, the following dialog will appear:




You need to specify the scanning range by entering the IP addresses here. In the ***From*** field enter a starting IP address and in the ***To*** field enter an ending address. Click the ***Add*** button to add the address range into the list.

To delete a range from the right list, simply select the items you wish to remove and click the ***Remove*** button.

Once you finish selecting the IP ranges, click the ***Next*** button to continue. The ***Network scanning*** window will appear:



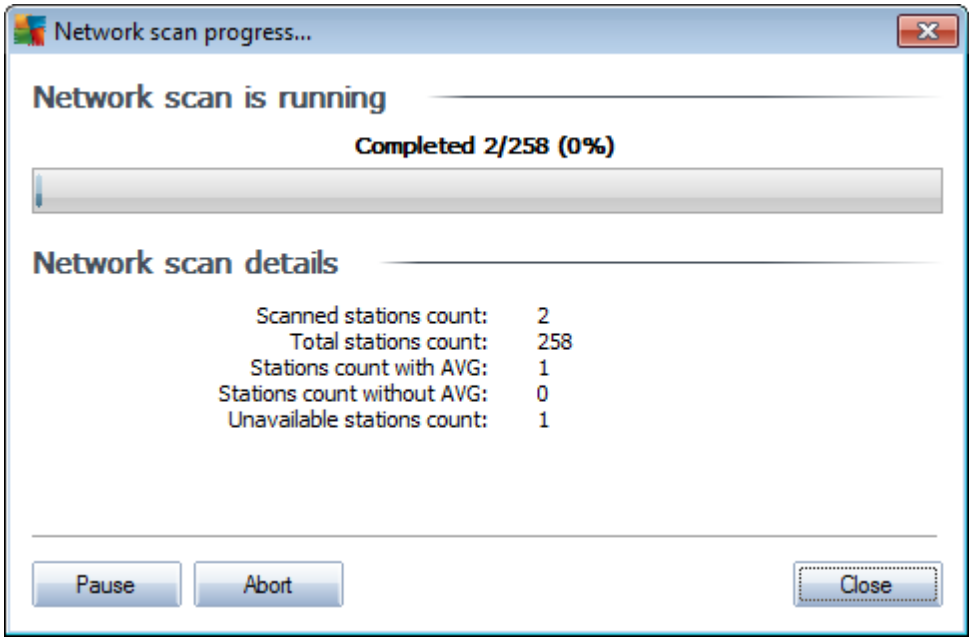

The dialog displays an overview of the network scanning process. You do not have to wait for it to stop scanning - simply close it by using the ***Close*** button and continue working with the Console. To open this dialog again, simply right-click on the ***Network installer*** node name and from the context menu select ***Show network scan progress***.

The dialog allows you to stop the scanning process by using the ***Abort*** button. The ***Pause*** button will temporarily stop the process (use ***Continue*** button resume the scanning).

Once you finish adding stations, proceed to the ***Remote Network Installation*** chapter for instructions how to remotely install the required stations.

If you choose to add stations selected from a file, you will see a dialog asking for the file. Locate the file and confirm your choice. The source file format contains one station name per line in simple text format.

Once done, the Network scanning dialog will appear:

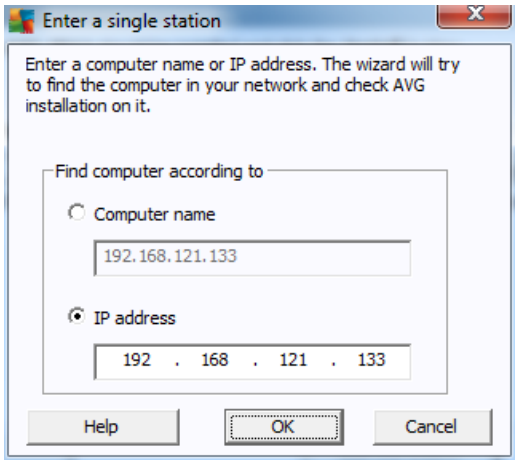



The dialog displays an overview of the network scanning process. You do not have to wait for it to stop scanning - simply close it by using the ***Close*** button and continue working with the Console. To open this dialog again, simply right-click on the ***Network installer*** node name and from the context menu select ***Show network scan progress***.

The dialog allows you to stop the scanning process by using the ***Abort*** button. The ***Pause*** button will temporarily stop the process (use ***Continue*** button resume the scanning).

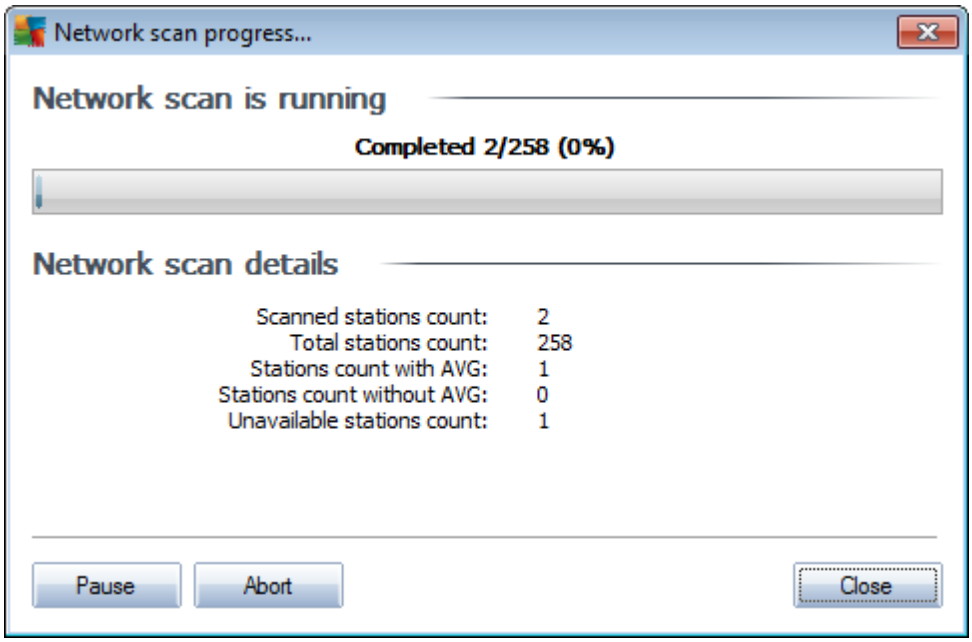
Once you finish adding stations, proceed to the ***Remote Network Installation*** chapter for instructions how to remotely install the required stations.

If you choose to add only a single station, the following dialog will appear:




Click either the ***Computer name*** or ***IP address*** field and fill in the proper name or IP address.

Confirm your choice by clicking the ***OK*** button. The Network scanning window will open:



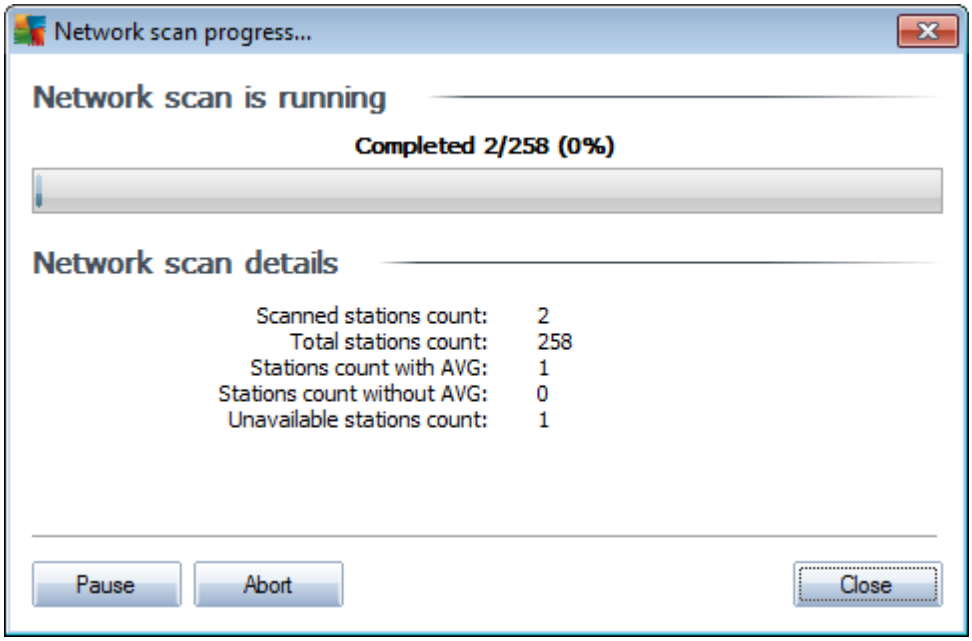

The dialog displays an overview of the network scanning process. You do not have to wait for it to stop scanning - simply close it by using the ***Close*** button and continue working with the Console. To open this dialog again, simply right-click on the ***Network installer*** node name and from the context menu select ***Show network scan progress***.

The dialog allows you to stop the scanning process by using the ***Abort*** button. The ***Pause*** button will temporarily stop the process (use ***Continue*** button resume the scanning).

Once you finish adding stations, proceed to the ***Remote Network Installation*** chapter for instructions how to remotely install the required stations.

If your network is domain-based, you can choose to add stations selected from the Active Directory. A new dialog will pop up (standard Windows dialog for selecting computers). You can choose multiple stations (separate the values by a semicolon) either by entering the station names manually or by using the dialog advanced features for searching.

Once done, the network scanning dialog will appear:




The dialog displays an overview of the network scanning process. You do not have to wait for it to stop scanning - simply close it by using the ***Close*** button and continue working with the Console. To open this dialog again, simply right-click on the ***Network installer*** node name and from the context menu select ***Show network scan progress***.

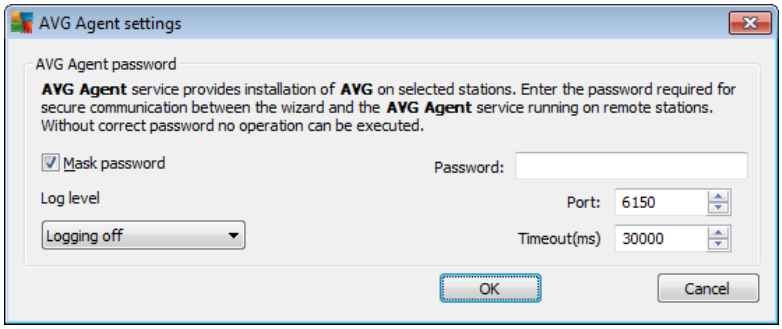
The dialog allows you to stop the scanning process by using the ***Abort*** button. The ***Pause*** button will temporarily stop the process (use ***Continue*** button resume the scanning).

Once you finish adding stations, proceed to the ***Remote Network Installation*** chapter for instructions how to remotely install the required stations.

## 6.12.2. Remote Network Installation

As soon as you add stations for remote installation, the AVG Admin Server starts checking their state - you can instantaneously see if the scanned station is online, if there is AVG or AVG Agent already installed and their version. There are several operations available for added stations (available via right-click context menu):

- ***Re- check state of selected stations*** - checks the station status and AVG version again.
- ***Delete selected stations*** - removes the selected stations from the list.
- ***Change AVG Agent settings of selected stations*** - displays a dialog with settings for AVG Agent of selected stations:




The following options are available:

In the ***Password*** field you can optionally enter a password to protect communication between the wizard and the **AVG Agent** service on remote stations. Once set, no operations using the wizard can be performed on the remote stations without knowing the password. The password is related to the **AVG Agent** service only, and it does not influence any other remote station settings.

***Mask password*** checkbox - Selecting this option will prevent the password from being displayed on your computer's monitor.

The ***Log Level*** option allows you to specify the logging detail level:

- ***Errors only*** – only application's run related errors are logged – such as unauthorized connection attempts, network timeouts and so on.
- ***Detailed*** – information on the operations requested and performed by the service on a station.
- ***Debug*** – very detailed records covering the program diagnostics. After selecting this level, the log files will be very large.
- ***Logging off*** - no logs will be saved (default).

The right part of the section offers the following options:

- ***Port*** – TCP/IP communication port, where the AVG Agent service listens for the wizard connection. The default value is 6150 and usually there is no need to change this.
- ***Timeout*** – the AVG Agent and wizard communication timeout value in milliseconds. When there is no response within the specified value in the AVG Agent and wizard communication process, the connection is terminated with an error. If you have a very busy network or the stations with AVG installed are very slow, you can increase this timeout value to prevent connection timeout errors.
- ***Export selected stations list*** - exports selected stations into a .csv file.
- ***Install selected stations*** - displays ***Remote Network Installation*** dialog which will guide you through the network installation process itself.

***Warning:*** *AVG remote installation can be performed only on stations with the supported operating system installed. See the full list of supported operating systems in the Operating Systems Supported chapter. Also, you need to know a logon username with administrator privileges. On stations running the MS Windows XP Home the AVG installation must be done manually, or using the login script and the AVG Agent service (for details please refer to chapter Remote Installation on Windows XP Home).*

*You may also need to review the Network Requirements chapter.*

You can choose basic or advanced remote network installation:

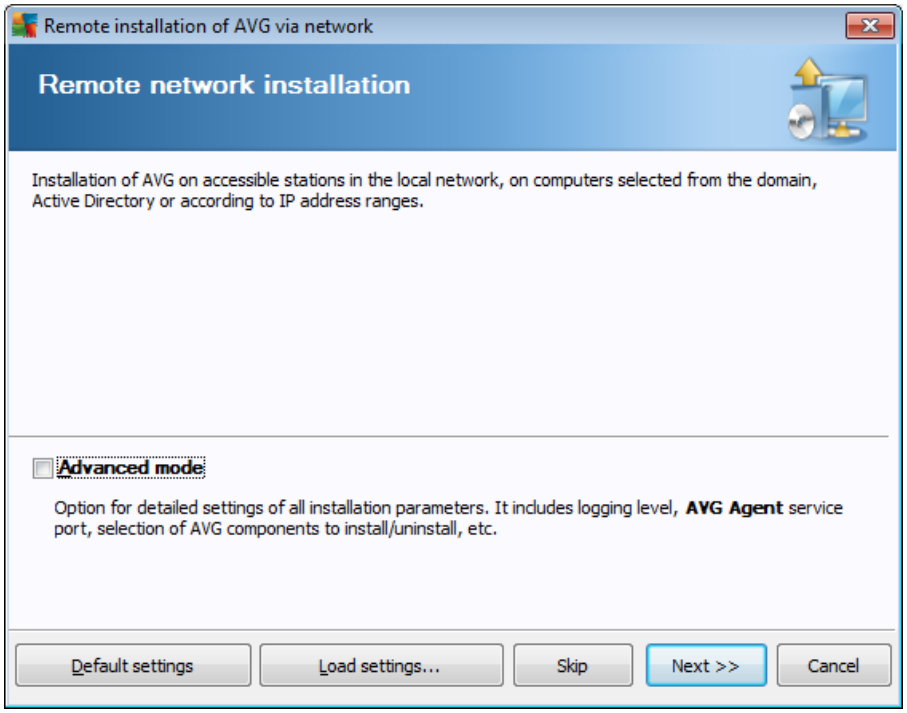
- ***Basic remote network installation*** - recommended for beginners.
- ***Advanced remote network installation*** - recommended for advanced users.

Before you begin with the installation of the remote stations, you may want to review the following chapters:

- ***Remote Installation on Windows XP Home***
- ***Recommendations for Components***
- ***Network Requirements***

***Note:*** *This chapter describes the basic setup of* ***Network Installer*** *available from the AVG Admin Console. If you prefer to configure more details, proceed to the* ***Advanced Remote Network Installation*** *chapter.*

This wizard allows you to remotely install AVG on stations in few easy steps.



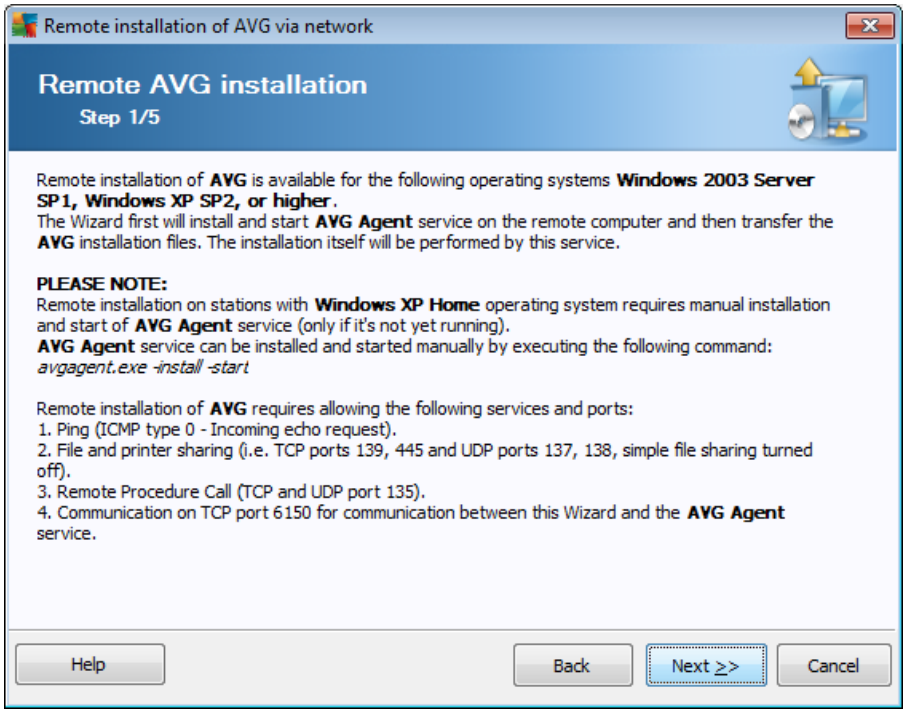

If you have already used the wizard before and saved a customized configuration into a configuration file (available in the final step), you can load the settings now by choosing the ***Load settings*** button.

To revert to the original settings preset by default, press the ***Default settings*** button.

During the whole installation process you can decide to save the configuration progress at any time by pressing F2 key or CTRL+S combination. A new dialog will appear allowing you to choose a configuration file name.

If you wish to use default settings for your whole installation, you may always use the ***Skip*** button to proceed to the final installation step (see below for more details).

To continue, click the ***Next*** button.

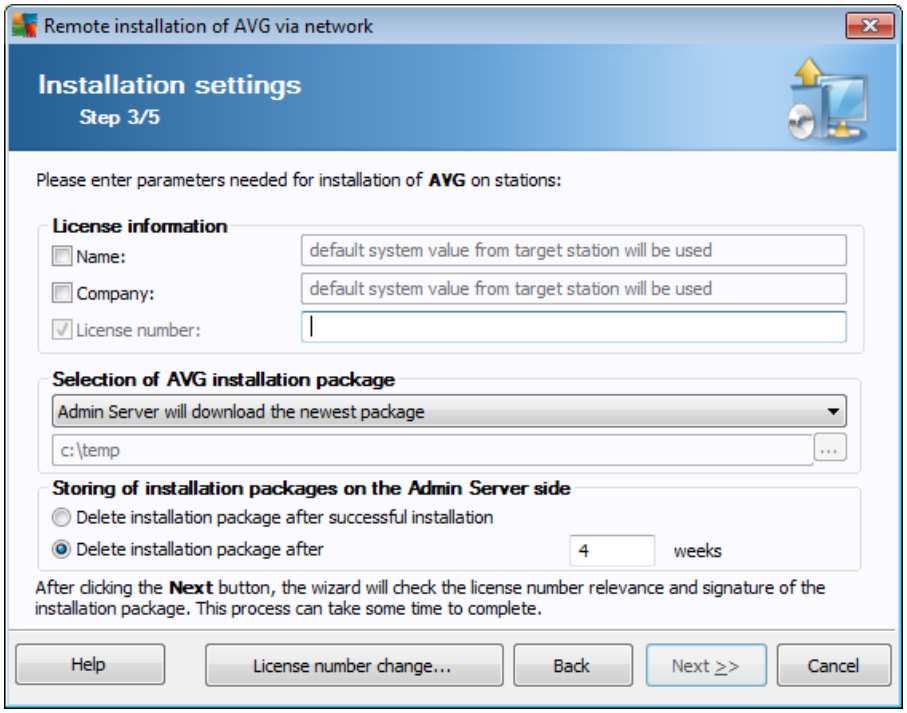



For proper remote installation, the wizard will first install and start the AVG Agent service on the target station, then transfer the AVG installation files and process the installation accordingly.

Before you proceed, please review the network requirements and exceptions regarding remote AVG installation.

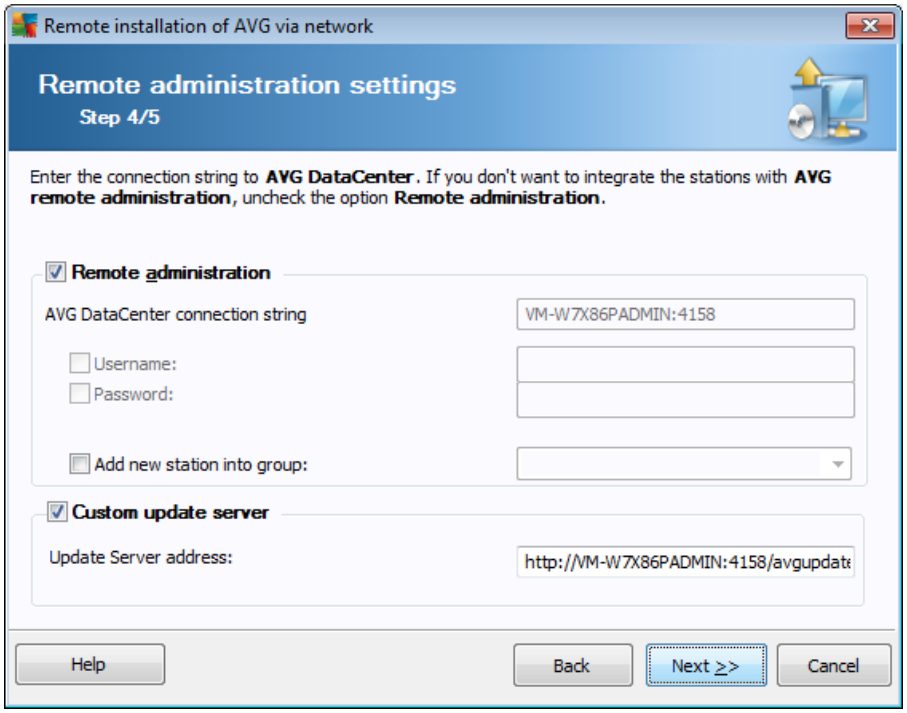
You can find more detailed information on the ports settings in the Network Requirements chapter.

The remote installation is not automatically possible on stations with Windows XP Home. Please see the Windows XP Home Remote Installation chapter for more information.




During this step it is necessary to define the following installation parameters:

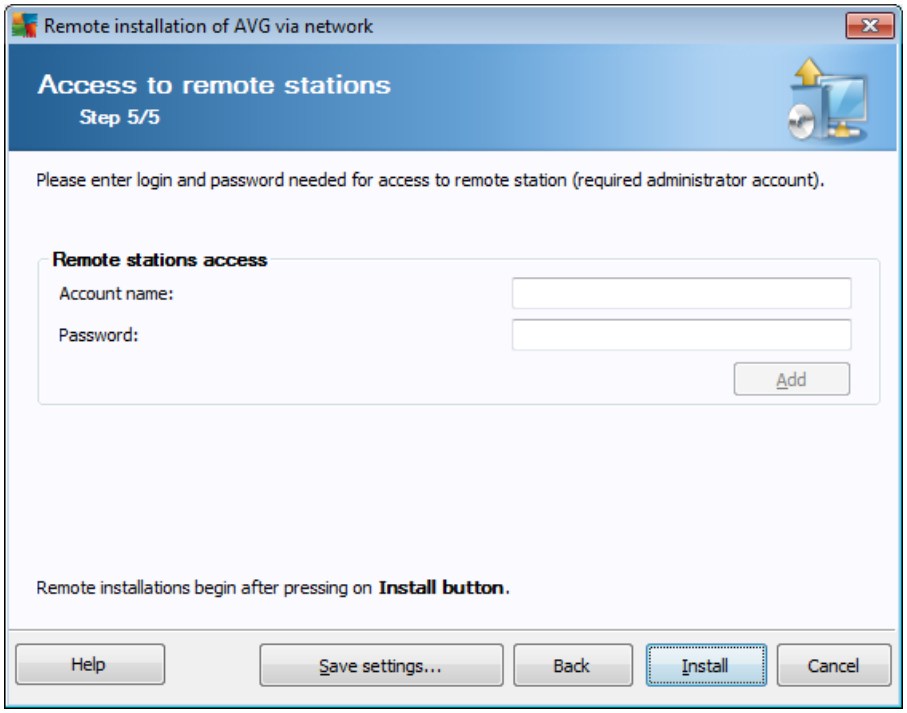
- ***License information*** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to take the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.
- ***Selection of AVG installation package*** - you can either keep the default settings (and let the Admin server download the newest package for you) or choose from the roll-down menu a custom path. In such case specify the full path to AVG installation package or use this ... button to select the proper folder.
- ***Storing of installation packages on the Admin server side*** - here you can choose if you wish to:
  - *Delete installation package after successful installation (from the Admin Server)*
  - *Delete installation package after a specified number of weeks.*
- ***License number change*** - Use this button to input a new license number to be used for remote installations of AVG.




The following options are available in this step.

***Note:*** *If you are unsure about these settings, we recommend keeping the default ones.*

- ***Remote administration*** - Enter the AVG DataCenter connection string into the ***AVG DataCenter connection string*** field. If applicable, also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.
- ***Add new station into group*** - If you prefer to automatically add new station(s) into a custom group, you can choose the group name here.
- ***Custom update server*** - if you already have an existing update server, that you would like to use for your stations, check this box and fill in its address now.




In this final step fill-in the login details for your remote station(s) and click ***Add*** button. You can enter multiple logins. Once done, click ***Install*** button to begin remote installation. You will be able to observe the status of the installation from the **Network installer** view.

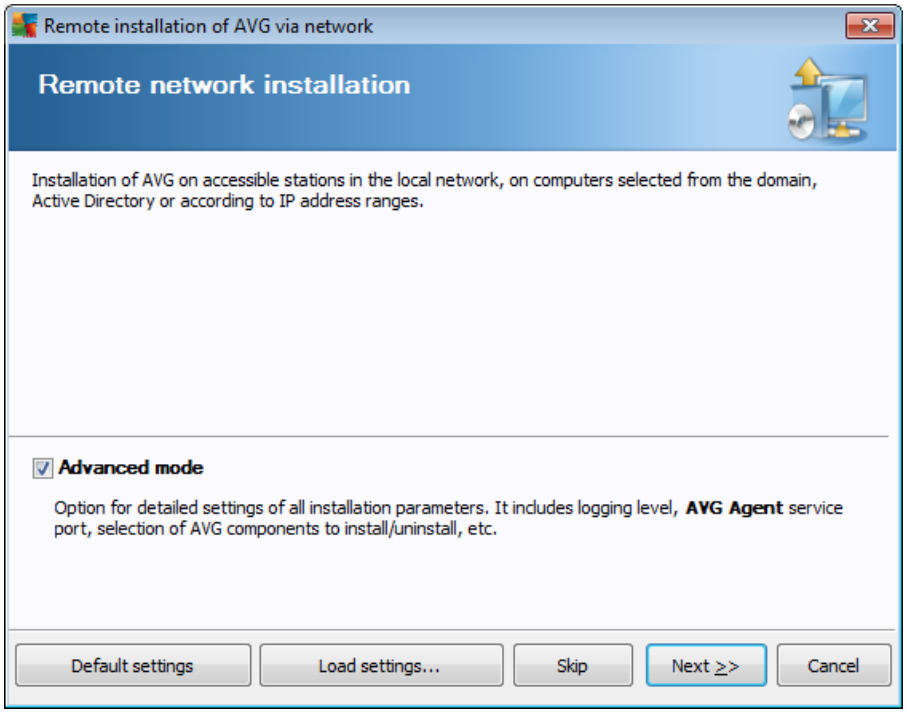
Use ***Save settings*** option to save the configuration used.

***Note:*** *To list recently installed stations that remain in an incorrect state (because of some remote installation failure), navigate to the* ***Stations/Non-compliant stations****.*

*Also, on Windows XP SP2/Windows 7/Vista or possibly higher with Windows Firewall enabled the AVG Agent, once installed, will automatically create a communication rule and allow its execution and network communication.*

***Note:*** *This chapter describes the advanced setup of* ***Network Installer*** *available from the AVG Admin Console. If you prefer to configure less details, proceed to the* ***Basic Remote Network Installation*** *chapter.*

This wizard allows you to remotely install AVG on stations in few easy steps.



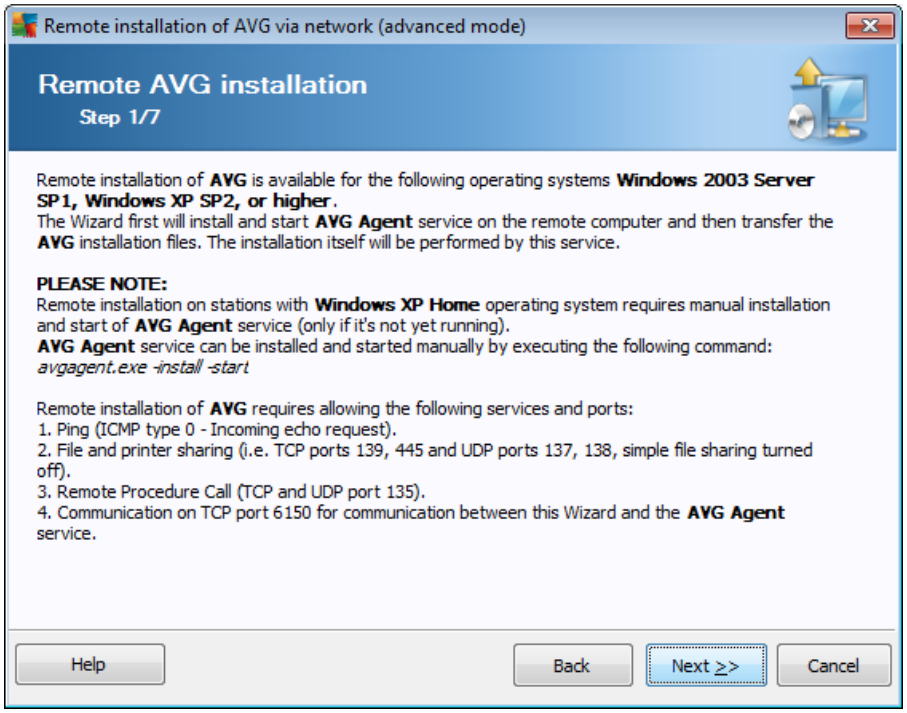

If you have already used the wizard before and saved a customized configuration into a configuration file (available in the final step), you can load the settings now by choosing the ***Load settings*** button.

To revert to the original settings preset by default, press the ***Default settings*** button.

During the whole installation process you can decide to save the configuration progress at any time by pressing F2 key or CTRL+S combination. A new dialog will appear allowing you to choose a configuration file name.

If you wish to use default settings for your whole installation, you may always use the ***Skip*** button to proceed to the final installation step (see below for more details).

To continue, click the ***Next*** button.

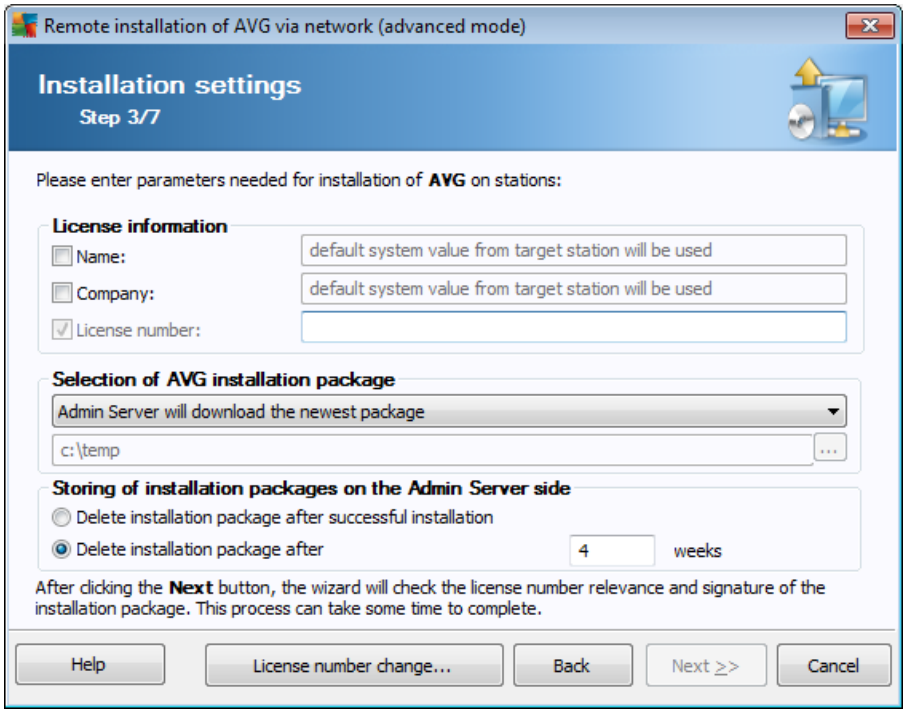



For proper remote installation, the wizard will first install and start the AVG Agent service on the target station, then transfer the AVG installation files and process the installation accordingly.

Before you proceed, please review the network requirements and exceptions regarding remote AVG installation.

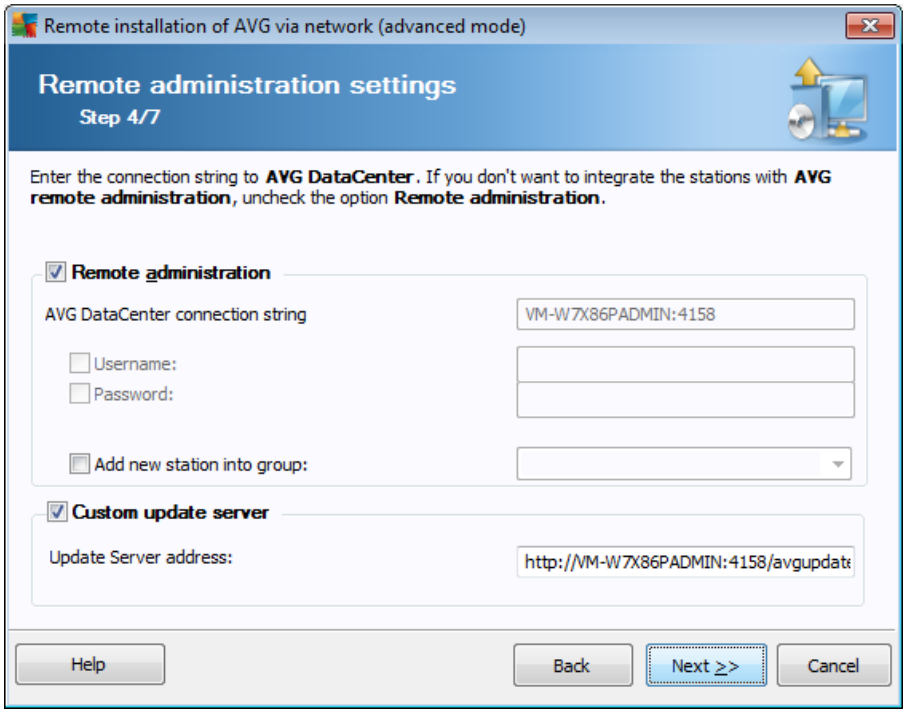
You can find more detailed information on the ports settings in the Network Requirements chapter.

The remote installation is not automatically possible on stations with Windows XP Home. Please see the Windows XP Home Remote Installation chapter for more information.




During this step it is necessary to define the following installation parameters:

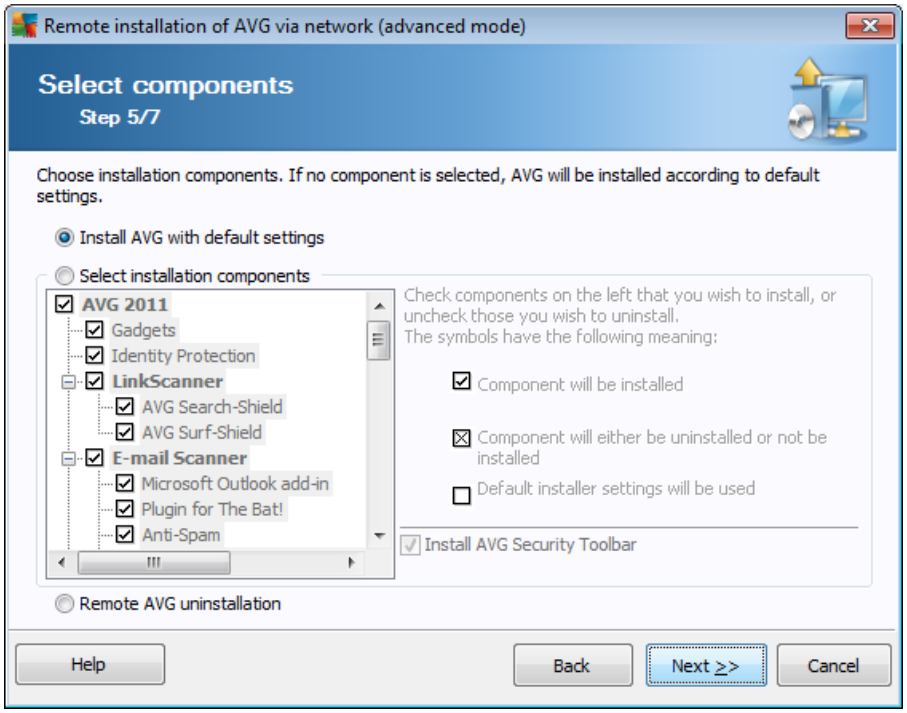
- ***License information*** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to take the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.
- ***Selection of AVG installation package*** - you can either keep the default settings (and let the Admin server download the newest package for you) or choose from the roll-down menu a custom path. In such case specify the full path to AVG installation package or use this ... button to select the proper folder.
- ***Storing of installation packages on the Admin server side*** - here you can choose if you wish to:
  - *Delete installation package after successful installation (from the Admin Server)*
  - *Delete installation package after a specified number of weeks.*
- ***License number change*** - Use this button to input a new license number to be used for remote installations of AVG.




The following options are available in this step.

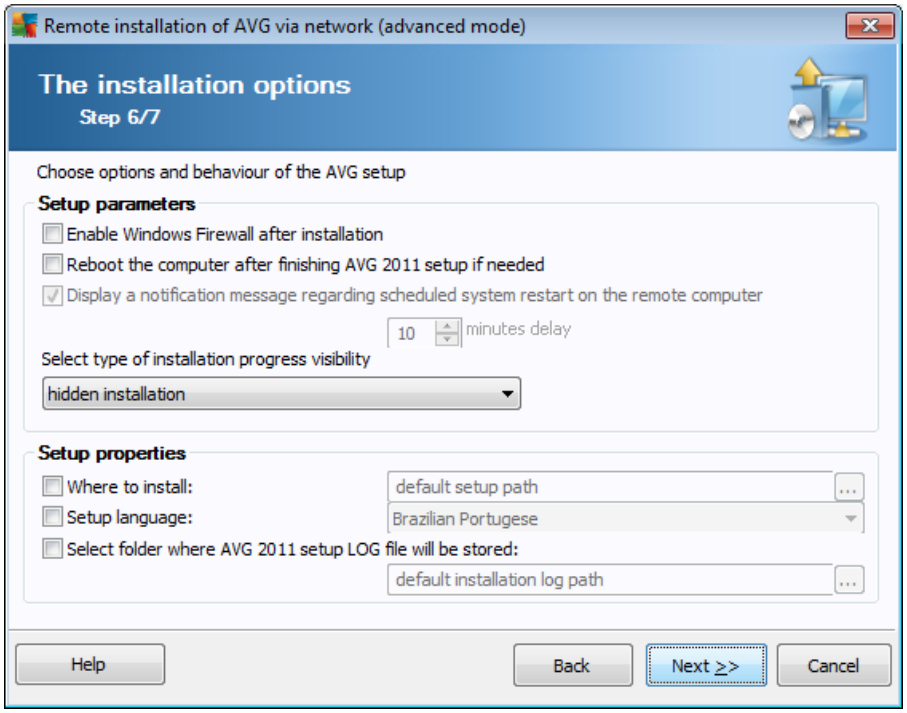
***Note:*** *If you are unsure about these settings, we recommend keeping the default ones.*

- ***Remote administration*** - Enter the AVG DataCenter connection string into the ***AVG DataCenter connection string*** field. If applicable, also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.
- ***Add new station into group*** - If you prefer to automatically add new station(s) into a custom group, you can choose the group name here.
- ***Custom update server*** - if you already have an existing update server, that you would like to use for your stations, check this box and fill in its address now.




In this step, you can choose if you wish to install AVG with default settings or select custom components.

- ***Install AVG with default settings*** - Choose this option if you prefer the default components to be installed.
- ***Select installation components*** - Select this option to view a tree structure offering a list of AVG components that can be either installed or uninstalled. From the list of components select:
  - Components that should be installed, and mark them like this ☑
  - Components that should be uninstalled or not installed, and mark them like this ☒
  - The default settings will be used for components that you leave blank (☐).
- ***Remote AVG uninstallation*** - allows AVG removal.
- ***Install AVG Security Toolbar*** - choose to install AVG Security Toolbar. AVG's Security Toolbar is powered by LinkScanner technology which lets you know whether the sites you are about to visit are safe. Among other features it helps you also to surf the Internet more easily.




In the ***Setup parameters*** section you can choose from the following options:

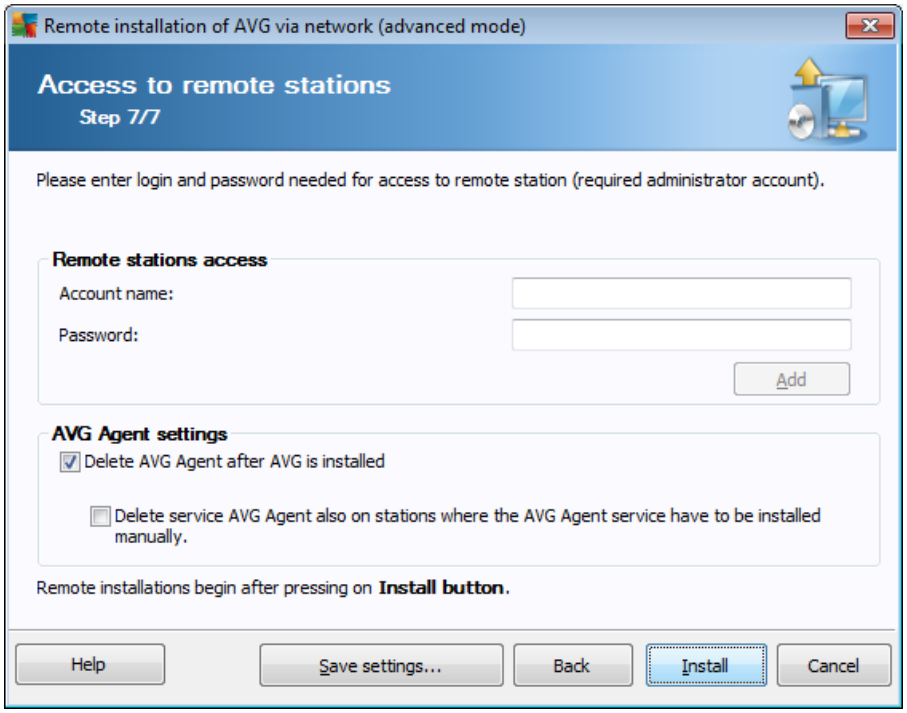
- ***Enable Windows Firewall after installation*** - in case you are not going to install AVG Firewall component, you can choose to enable Windows Firewall as soon as the installation is completed.
- ***Reboot the computer after finishing AVG 2011 setup if needed*** - in certain cases (Firewall component installation for example) a computer restart may be required to complete the installation process.
- ***Display a notification message regarding scheduled system restart on the remote computer*** - If the previous checkbox is checked, you can also define a delay before the restart will take place. The default value is ten minutes.
- ***Select type of installation progress visibility*** - from the drop down menu select one of the following:
    - ***hidden installation*** - no information will be displayed to the currently logged user during the setup process.
    - ***show installation progress only*** - the installation will not require any user attention, but the progress will be fully visible on the station.
    - ***show installation wizard*** - the installation will be visible on the station and the currently logged user will need to manually confirm all steps.

In the ***Setup properties*** section you can choose from the following options:

- ***Where to install*** - if you prefer a customized target location for installation, you can choose it by entering the path here. We recommend keeping the default settings.

- ***Setup language*** - choose a default custom language for AVG installation and user interface.

- ***Select folder where AVG 2011 setup LOG file will be stored*** - if you prefer a custom location for setup log files, select it here (the folder must already exist on the target station).




In this final step fill-in the login details for your remote station(s) and click ***Add*** button. You can enter multiple logins.

The ***AVG Agent settings*** section contains the following options:

- ***Delete AVG Agent after AVG is installed*** - this option will automatically remove the AVG Agent from the station, once AVG is successfully installed.

- ***Delete service AVG Agent also on stations where the AVG Agent service have to be installed manually*** - this option will automatically remove the AVG Agent (once AVG is successfully installed) also from stations where the AVG Agent cannot be installed automatically (not recommended).

Once done, click ***Install*** button to begin remote installation. You will be able to observe the status of the installation from the **Network installer** view.

Use ***Save settings*** option to save the configuration used.

***Note:*** *To list recently installed stations that remain in an incorrect state (because of some remote installation failure), navigate to the* ***Stations/Non-compliant stations****.*

*Also, on Windows XP SP2/Windows 7/Vista or possibly higher with Windows Firewall enabled the AVG Agent, once installed, will automatically create a communication rule and allow its execution and network communication.*

# 7. AVG Admin Server

**AVG Admin Server** is used to secure communication between the AVG stations and the AVG DataCenter on the server. Through the AVG Admin Server the AVG stations connect to the AVG DataCenter using the TCP protocol (or the HTTP protocol, to be exact) that is a part of each Windows operating system installation. Therefore, the AVG stations do not need any other third party component to be able to connect to the remote administration system.

The **AVG Admin Server** can serve as a proxy server for downloading and distributing updates to your stations within the local network (by deploying the UpdateProxy role).

It basically works as a simple web server offering the update files to AVG stations. The update files are downloaded from the AVG central update servers just once, which significantly decreases the internet connection link load, especially in larger networks.

The AVG Admin Server is started automatically after deployment. If not, you can start it manually from the Windows start menu ***All programs/AVG 2011 Remote Administration*** by selecting ***AVG Admin Server Monitor***, button ***Start server***.

More information about the configuration of AVG Admin Server is available in the ***Configuration/ AVG Admin Server Settings*** chapter.

# 8. AVG Admin Lite

**AVG Admin Lite** is a simplified version of AVG Remote Installation. It contains only the AVG Admin Server Deployment Wizard Lite and the AVG Network Installer Wizard Lite. No management console is available (such as AVG Admin Console), or any advanced options.

- ***AVG Admin Server Deployment Wizard Lite*** - only allows deployment of the UpdateProxy role.
- ***AVG Network Installer Wizard Lite*** - only allows AVG Installation Script creation.

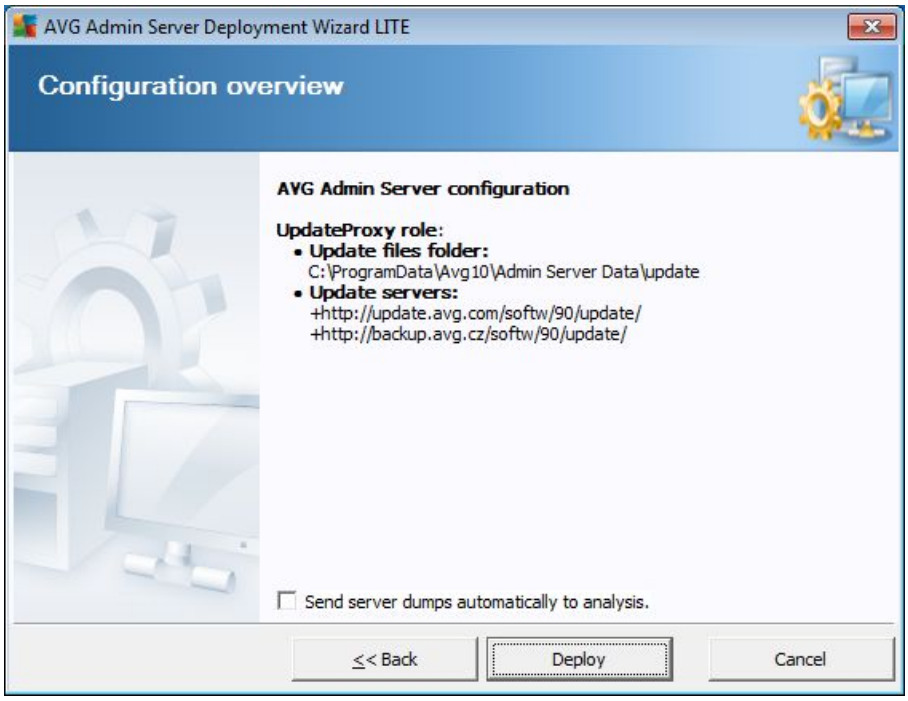
In order to install and use only the AVG Admin Lite features, you must have chosen the ***Lite Installation*** option during the AVG Anti-Virus Business Edition 2011 installation process (For more information see chapter Installation type).

## 8.1. AVG Admin Deployment Wizard Lite

The first dialog explains the purpose of the Wizard. Click the ***Next*** button to proceed to the next step.

***Note:*** *You need to complete this wizard in order to proceed with remote network installation.*

### 8.1.1. Configuration Overview

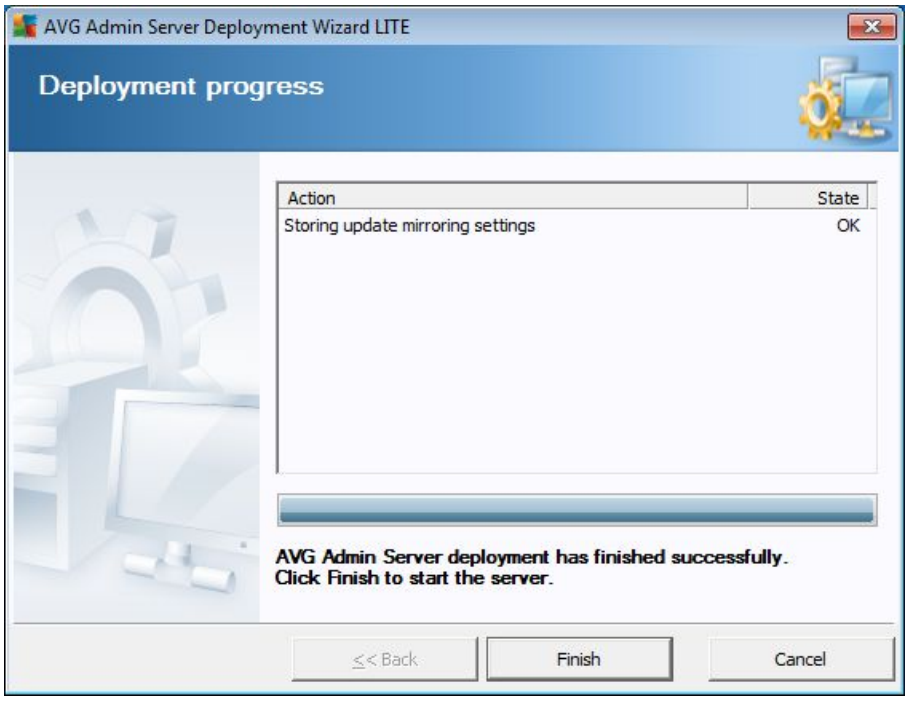



This section contains an overview of the configuration, that is going to be deployed on your server. Basically only the UpdateProxy role will be deployed to your server. The UpdateProxy role serves as a proxy server for downloading and distributing updates to your stations.

The wizard will also create the update folder on the C: drive (by default) or drive that is indicated in your overview.

You can also tick the ***Send server dumps automatically to analysis*** checkbox in order to send potential AVG Admin Server crash dumps directly to our technical support for further analysis.

### 8.1.2. Completion

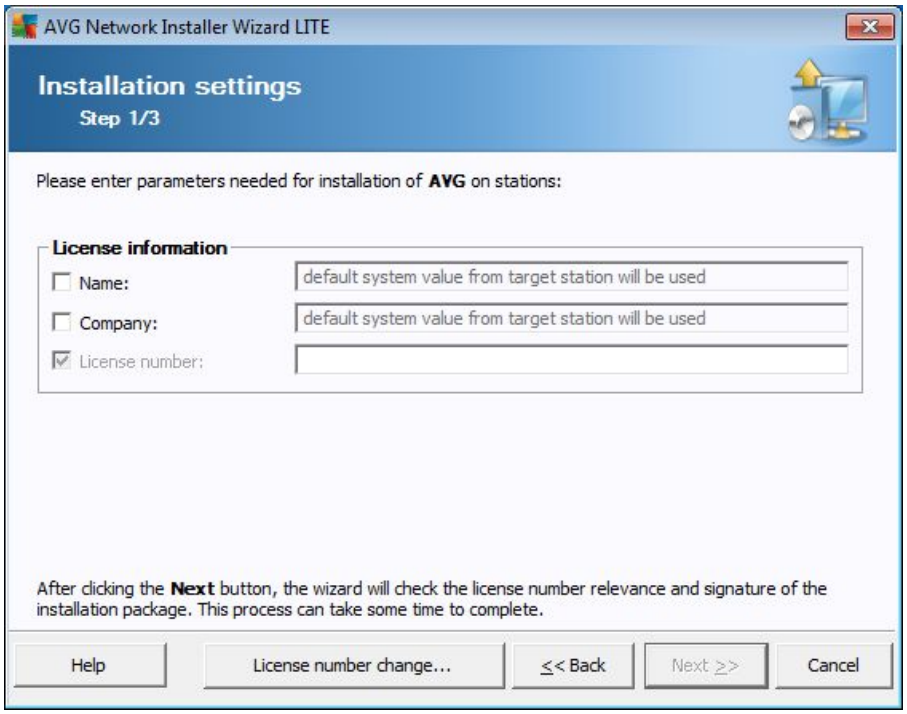



If everything went smoothly, you will see a dialog similar to the one above. Click Finish to close the Wizard and continue to the AVG Network Installer Wizard Lite.

## 8.2. AVG Network Installer Wizard Lite

The ***AVG Network Installer Wizard Lite*** will quickly guide you through the AVG script creation process. The script can then be used to install AVG on your stations.

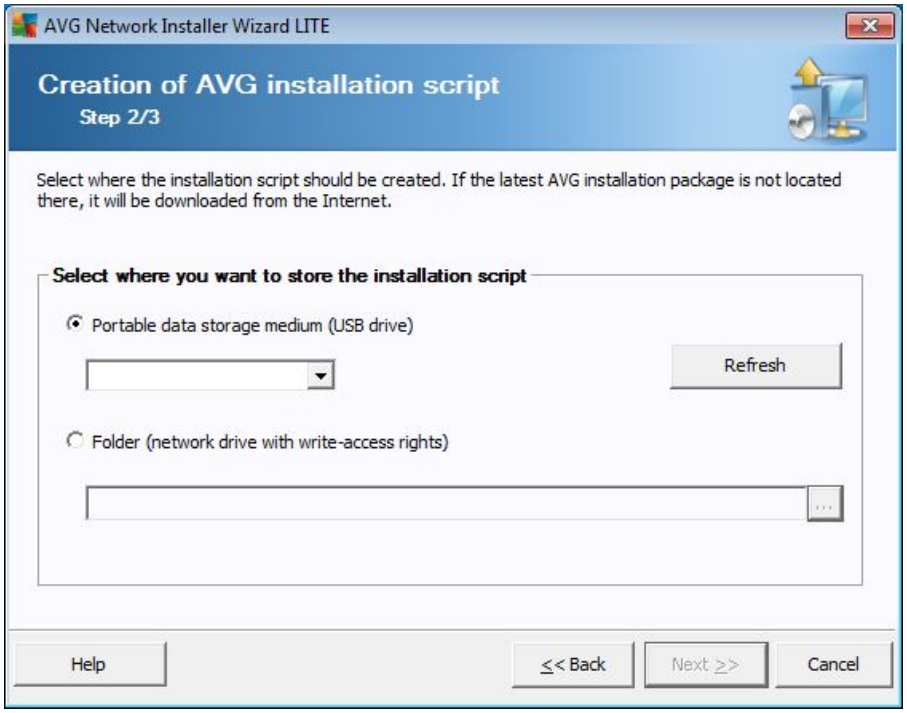
### 8.2.1. Installation Settings




Fill in the requested values. ***License number*** is a mandatory field that must be filled in. Alternatively you may check the ***Name*** and/or ***Company*** checkboxes and fill in the appropriate values.

Use the ***License number change*** button to input a new license number for AVG installations.

### 8.2.2. Creation of AVG Installation Script




In this dialog you need to choose, where the installation script will be saved. If the location does not contain the latest AVG installation package, the wizard will try to download the file from the Internet once you click the ***Next*** button. In such a case please make sure your Internet connection is available.

You can choose one of the following:

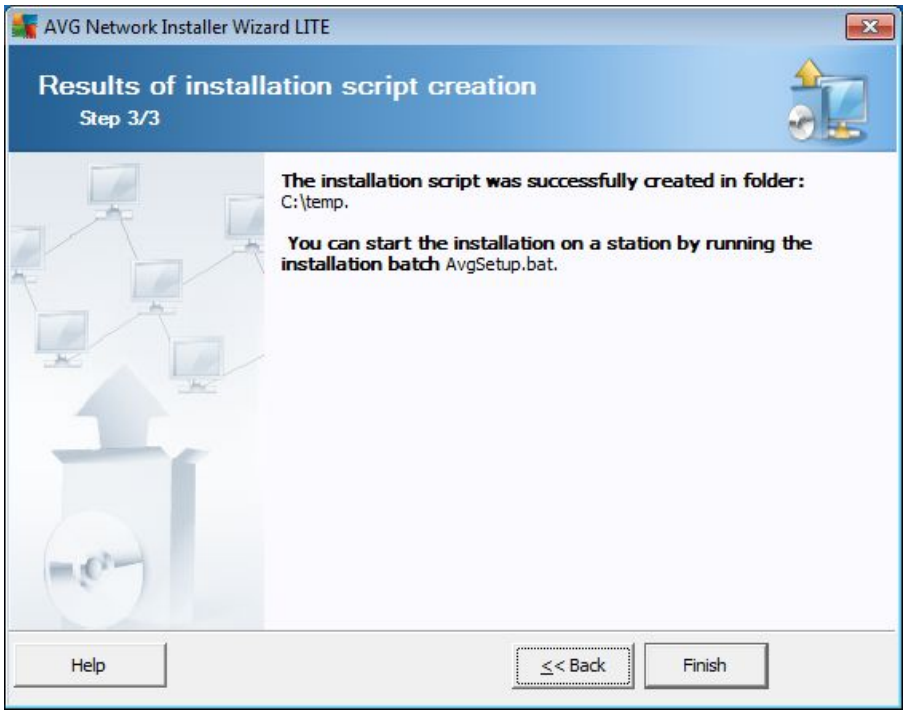
- ***Portable data storage medium (USB drive)***

  If you have not done so already, insert a removable USB device (Flash drive, portable hard drive etc.) and hit the ***Refresh*** button to see the device in the drop down list. Make sure the drive is not write-protected.

- ***Folder***

  Selecting this option will let you choose a folder, where the script will be stored. If you choose a network folder, make sure it has correct write-access rights.

### 8.2.3. Completion




If the script creation proceeded successfully, you will see a dialog similar to this one. Click the ***Finish*** button to close the wizard.

**To use the script saved to a folder:**

1. Copy the whole contents of the previously chosen folder to your station.

   ***Note:*** *If you used a network folder for storing the script, you can navigate to that folder directly over the network.*

2. On the station navigate to this folder and run the AvgSetup.bat file.

3. The command line window will appear and the installation will begin.

4. Once the installation is completed, the window will close automatically.

**To use the script from a removable device:**

1. Insert the removable device to your station.

2. If the autorun feature is enabled in the station's operating system, the installation will start automatically.

3. If not, open the removable device disk letter and run the AvgSetup.bat file manually.

4. The command line window will appear and the installation will begin.

5. Once the installation is completed, the window will close automatically.

***Note:*** *You may also consider creating and distributing an AVG installation clone. For more information please consult the AVG Settings Manager chapter below.*

# 9. AVG Settings Manager

***Please note:*** *This tool is not included in the AVG Remote Administration and can be found as a part of the AVG (client) installation.*

The ***AVG Settings Manager*** is a tool suitable mainly for smaller networks that allows you to copy, edit and distribute AVG configuration. The configuration can be saved to a portable device (USB flash drive etc.) and then applied manually to chosen stations.

The tool is included in the installation of AVG and available via Windows Start menu:

***All Programs/AVG 2011/AVG Settings Manager***

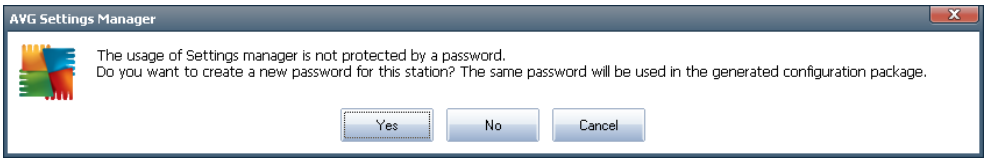
- **AVG Settings**
  - ***Edit AVG Settings*** - use this link to open dialog with advanced settings of your local AVG. All changes made here will be reflected also to the local AVG installation.
  - ***Load and edit AVG settings*** - if you already have an AVG configuration file (.pck), use this button to open it for editing. Once you confirm your changes by the ***OK*** or ***Apply*** button, the file will be replaced with the new settings!
- **AVG Firewall settings**
  - ***Edit Firewall configuration*** - use this link to open dialog with Firewall settings of your local AVG. All changes made here will be reflected also to the local AVG installation.
  - ***Load and edit Firewall configuration*** - if you already have a Firewall configuration file (.pck), use this button to open it for editing. Once you confirm your changes by the ***OK*** or ***Apply*** button, the file will be replaced with the new settings!

- **Load Options**

  - ***Load a saved settings to AVG*** - use this link to open an AVG configuration file (. pck) and apply it to the local installation of AVG.

- **Store Options**

  - ***Store local AVG settings to a file*** - use this link to save the AVG configuration file (. pck) of the local AVG installation. If you did not set a password for the Allowed actions, you may experience the following dialog:




Answer ***Yes*** if you wish to set the password for access to Allowed items now and then fill-in the required information and confirm your choice. Answer ***No*** to skip the password creation and continue to save the local AVG configuration to a file.

- **Clone Options**

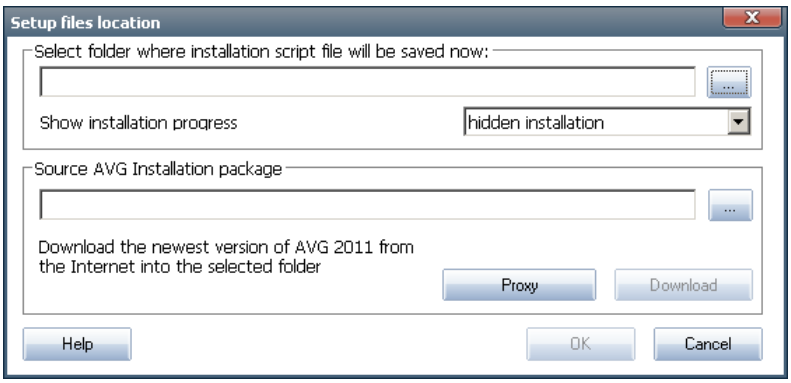
  - ***Apply identical settings across your network*** - clicking this link allows you to make a copy of the local AVG installation by creating an installation package with custom options. The clone includes most of the AVG settings with the exception of the following:

    ✓ *Language settings*

    ✓ *Sounds settings*

    ✓ *Allowed list and potentially unwanted programs exceptions of the Identity protection component.*

  To proceed first select folder where the installation script will be saved.




Then from the drop-down menu select one of the following:

- ✓ *Hidden installation* - no information will be displayed during the setup process.
- ✓ *Show installation progress only* - the installation will not require any user attention, but the progress will be fully visible.
- ✓ *Show installation wizard* - the installation will be visible and user will need to manually confirm all steps.

Use either the ***Download*** button to download the latest available AVG installation package directly from the AVG website to the selected folder or manually put the AVG installation package into that folder.

You can use the ***Proxy*** button to define a proxy server settings if your network requires this for a successful connection.

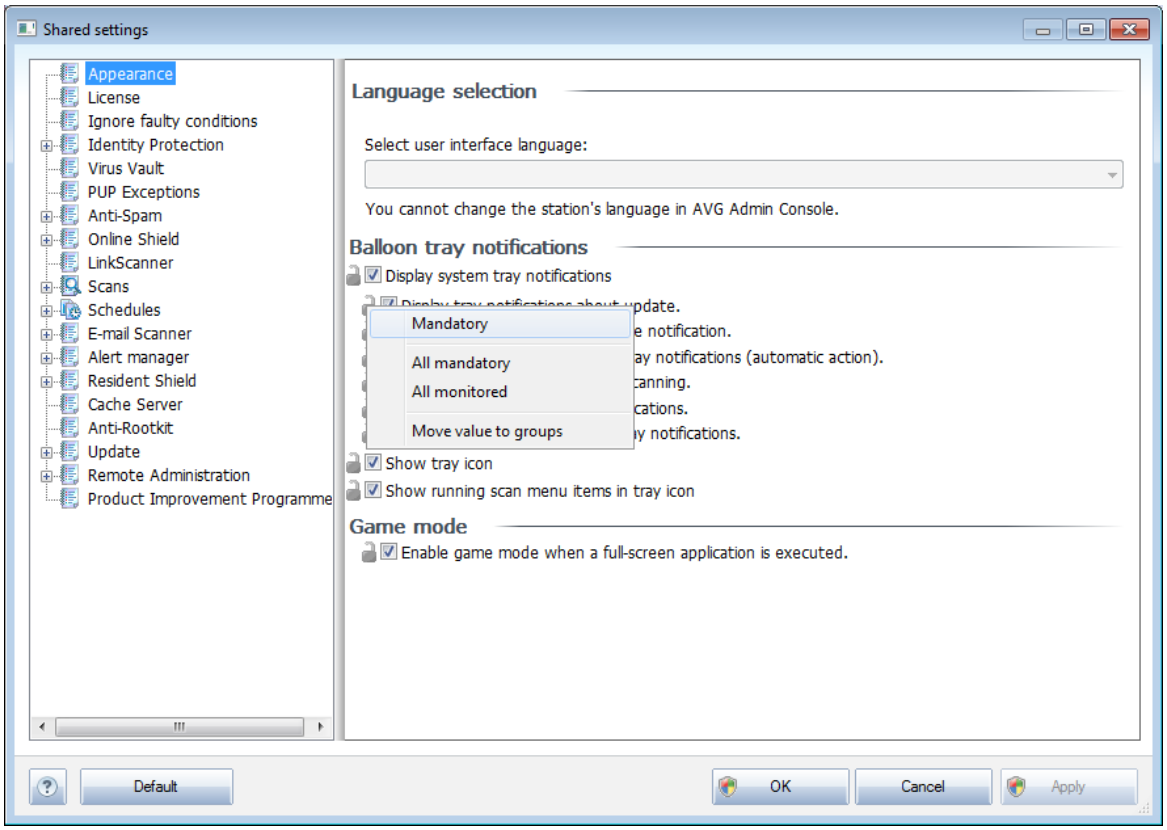
By clicking ***OK*** the cloning process begins and should shortly finish. You may also experience a dialog asking about setting password to Allowed items (see above). Once finished, there should be ***AvgSetup.bat*** available in the chosen folder along with other files. If you run the ***AvgSetup.bat*** file, it will install AVG according to the parameters chosen above.

# 10. Configuration

This chapter contains a description of configuration options for different parts of AVG Anti-Virus Business Edition 2011.

## 10.1. Shared Settings for Stations/Groups

This dialog allows you to define shared settings for stations. The options are exactly the same as on the station with few exceptions described in the chapters below. If you require more detailed information on other items configuration, we recommend you to consult the AVG Internet Security User Guide available to download from http://www.avg.com/ww-en or the context help available via the nice question mark button.




***Note:*** *You can use* ***Default*** *button to restore the original settings of the current dialog.*

### 10.1.1. General control and priority levels

All setting values applicable for stations or groups can be defined as a mandatory value or as an optional value (default setting). A value can be changed from mandatory to optional from its context menu (right mouse button) with some exceptions in Firewall settings (see chapter Configuration/ Shared Firewall Settings/Profiles).

The individual levels of priorities are set as follows (sorted from the highest to lowest priority):

- ***Shared settings for stations***

Shared settings defined as mandatory in the ***Shared settings for stations*** (available through upper top menu ***Tools***) always have higher priority than the others. Which means, that items set as mandatory in the mentioned settings list cannot be changed at any lower levels.

- ***Shared settings in group***

  Shared settings defined as mandatory in the station groups (item ***Shared settings in group*** available from the specific group workspace via right-clicking the context menu in the ***Stations*** branch) have higher priority, than the particular station settings, but lower than the ***Shared settings for stations***.

- ***Individual station settings***

  Particular settings for stations are considered to have the lowest priority, which means, that all items set as mandatory in higher levels mentioned above cannot be changed there.

  Individual settings for stations can be accessed from the ***Stations*** item and then double-clicking the requested station name.

By default, mandatory items are displayed as bold and can be easily changed by right-clicking on the certain item's lock icon and choosing from the context menu ***Mandatory*** item value.

The context menu contains also the following options:

- ***All mandatory*** - sets mandatory flag to all items in the current dialog.
- ***All monitored*** - resets the mandatory flag for all items in the current dialog.

By marking an item as mandatory, the user on the local station will not be able to customize such setting.

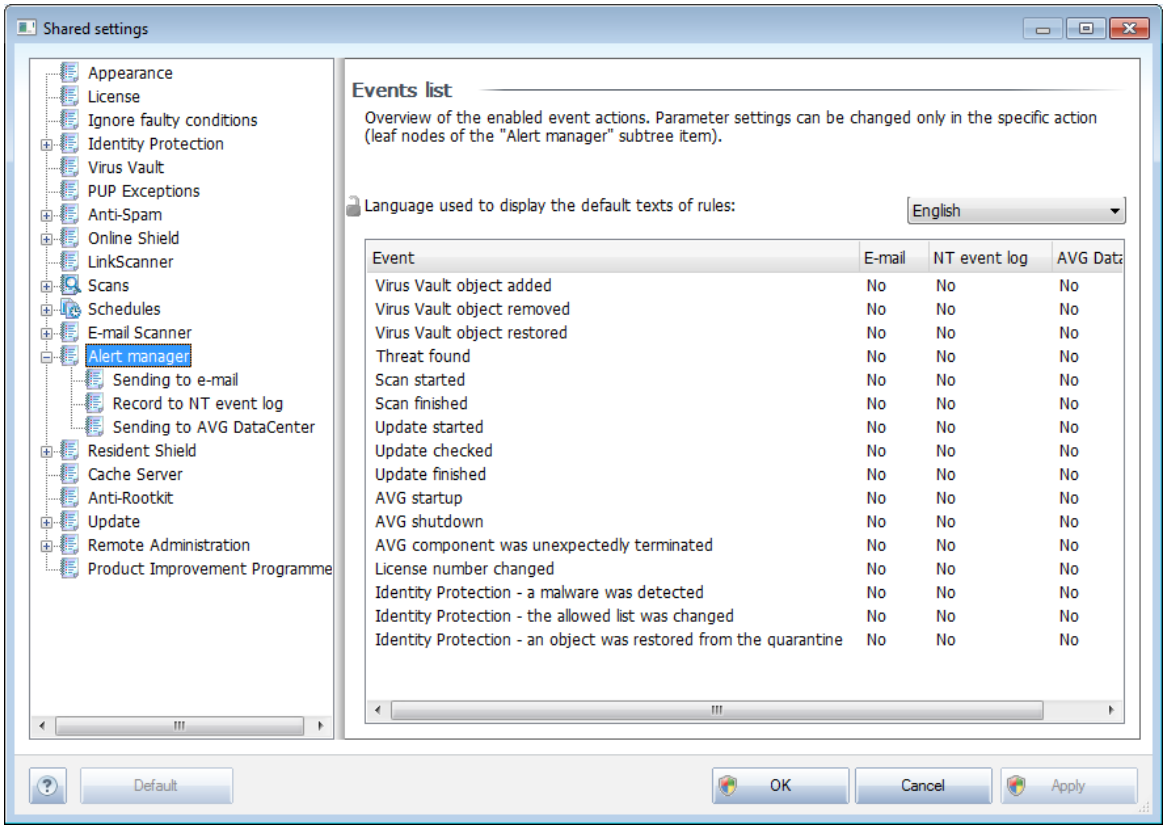
The individual levels are distinguished by icons next to each item. Generally, an item set as mandatory is marked by the black "locked" lock icon. The icon with red lock means, that the setting is already set as mandatory in Shared settings for stations (highest level) and the icon with blue lock indicates, that the setting is marked as mandatory in Shared settings in group.

***Note:*** *The lock icons are not available on the stations.*

## 10.1.2. Alert Manager settings

The Alert Manager settings are available only from AVG Admin Console (i.e. not visible on AVG station). Here you can select, which events you wish to be sent to the AVG DataCenter and displayed in the AVG Admin Console (section Events).

This dialog displays an overview of the enabled event actions. You can set the events parameters using the sub tree items. You can also select from the roll down menu the language you prefer to display the default texts of rules.



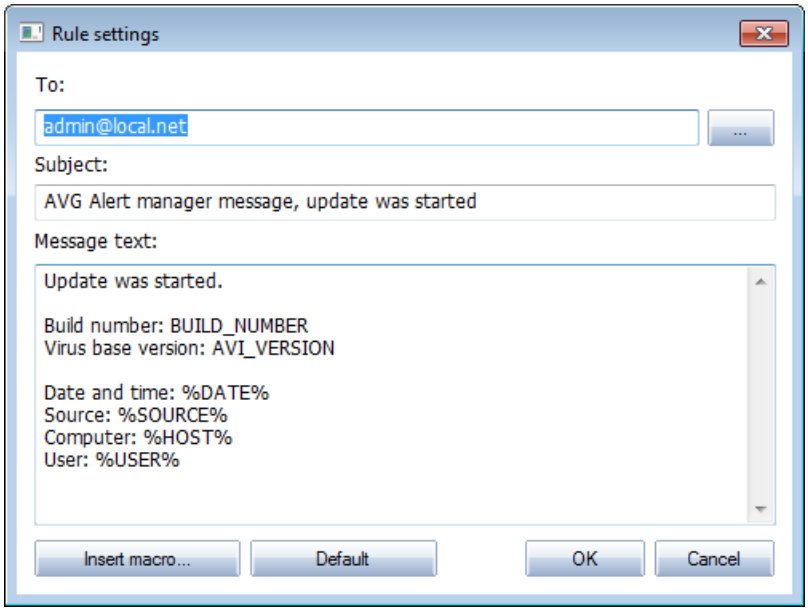

The sub tree items are as follows:

- ***Sending to e-mail***

  This sub tree item enables you to specify which types of events should be sent to the specified e-mail address. Available events are shown in the dialog; mark the respective checkbox to include the event in the list.

  To specify the address, press the ***SMTP*** button. The Outgoing e-mail settings dialog will appear. Type in an e-mail address (To:), a sender (From:), a SMTP server address and a port number to the appropriate text boxes.

  Each event will be by default sent to the predefined address. By double clicking an event a new dialog will appear where you can customize the e-mail recipient of such event, its subject and a message text.




Clicking the ***Insert macro*** button will open list of macros, that you can apply directly to the message body. If you wish to indent a line, use the control button (ctrl) and Enter as pressing the enter button alone would close the dialog.

Use the ***Default*** button to restore original dialog values.

- ***Record to NT event log***

  This sub tree item enables you to specify which types of events should be written to the NT event log of the specific station. Available events are shown in the dialog; mark the respective checkbox to include the event.

  Double-clicking an event will open a new dialog, where you can customize ID, severity and message text.

  Clicking the ***Insert macro*** button will open list of macros, that you can apply directly to the message body. If you wish to indent a line, use the control button (ctrl) and Enter as pressing enter button alone would close the dialog.

- ***Sending to AVG DataCenter***

  This sub tree item enables you to specify which types of events should be sent to the AVG DataCenter (and later on displayed through AVG Admin Console - Events view). Available events are shown in the dialog; mark the respective checkbox to include the event.

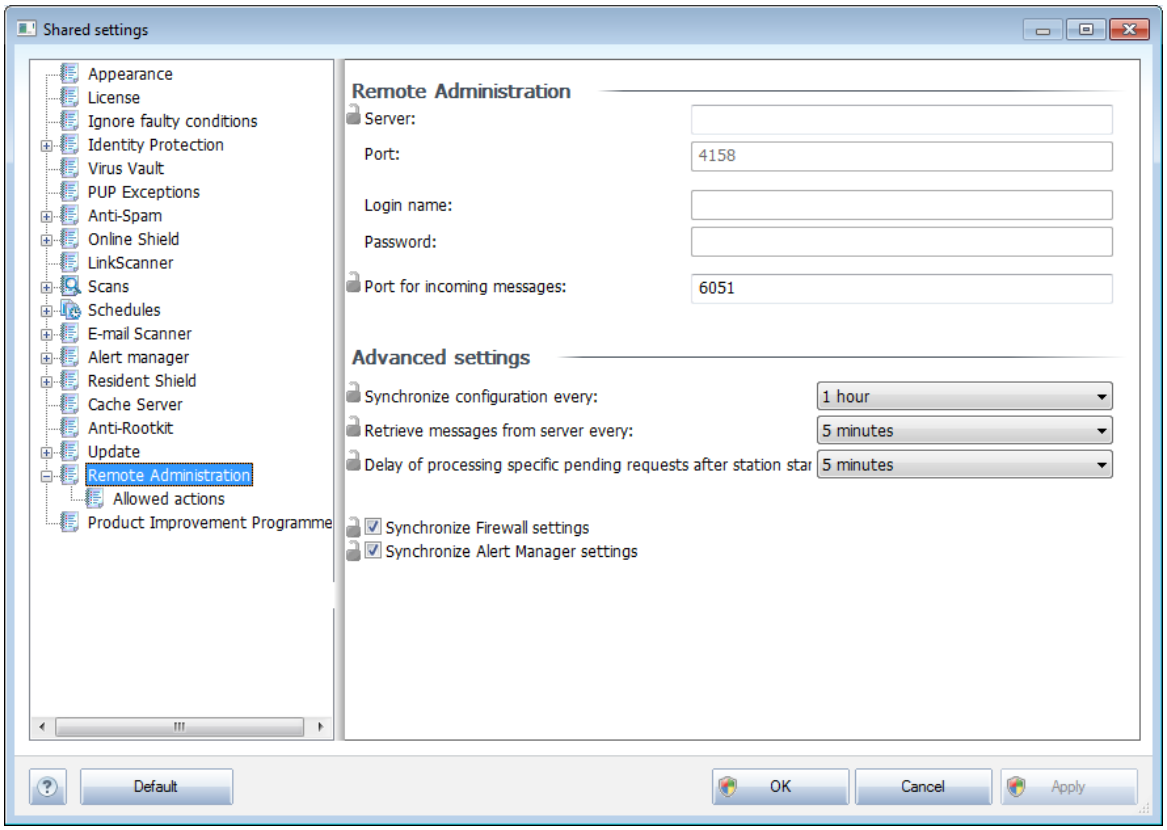
The possible events are as follows:

- ***Virus vault object added***
- ***Virus vault object removed***
- ***Virus vault object restored***

- ***Threat found***
- ***Scan started***
- ***Scan finished***
- ***Update started***
- ***Update checked***
- ***Update finished***
- ***AVG Startup***
- ***AVG shutdown***
- ***AVG component was unexpectedly terminated***
- ***License number changed***
- ***Identity Protection - a malware was detected***
- ***Identity Protection - the allowed list was changed***
- ***Identity Protection - an object was restored from the quarantine***

## 10.1.3. Remote Administration

The ***Remote Administration*** settings available from AVG Admin Console contain some additional settings (in comparison to station settings).



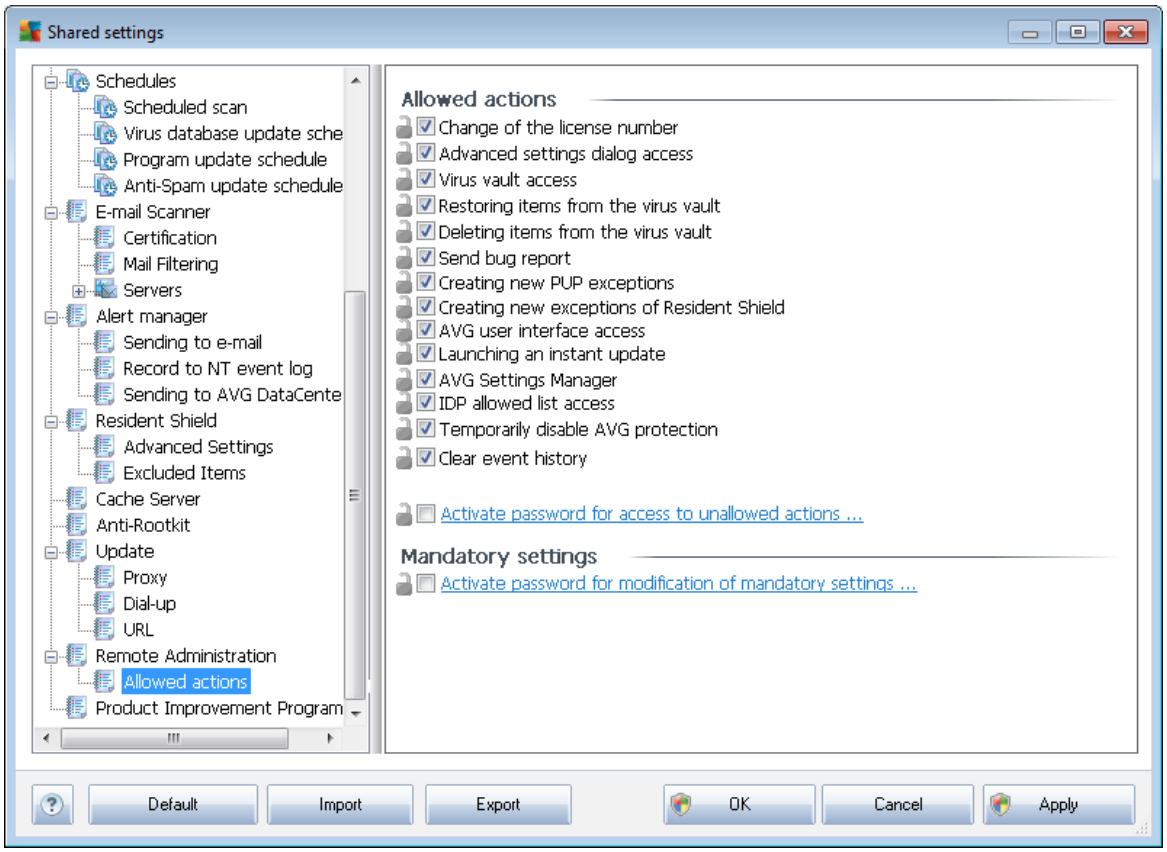

The settings include:

- ***Synchronize configuration every*** - choose the automatic interval for synchronization (station will try to synchronize every selected period - i.e. will try to find out if anything new is available and transfer changes only).
- ***Retrieve messages from server every*** - choose how often you wish the requests invoked from AVG Admin Console to be retrieved from the server.
- ***Delay of processing specific pending requests after station startup*** - choose how long should the AVG Admin Server wait before it starts processing the pending requests for a station that just became available.
- ***Synchronize firewall settings*** - If you do not require Firewall settings synchronization, we recommend to switch it off to reduce the data flow and ease the network traffic.
- ***Synchronize Alert Manager settings*** - If you do not require Alert Manager settings synchronization, we recommend to switch it off to reduce the data flow and ease the network traffic.

## 10.1.4. Allowed Actions

Allowed actions are items, that can be enabled or disabled for usage on a station from the AVG Admin Console. The configuration can be set either in the ***Shared Settings for groups/stations*** or individual station settings.

The feature is accessible from the ***Remote Administration*** item in the main tree as ***Allowed actions***.




By unchecking the following checkbox(es), you can forbid use of the feature for user on the station.

- ***Change of the license number*** - if unchecked, it will disallow users on the station to change the license number.
- ***Advanced settings dialog access*** - if unchecked, it will disallow users on the station to open and edit advanced settings.
- ***Virus vault access*** -if unchecked, it will disallow users on the station to access the virus vault.
- ***Restoring items from the virus vault*** - if unchecked, it will disallow users on the station to restore files from the virus vault.
- ***Deleting items from the virus vault*** - if unchecked, it will disallow users on the station to

delete files from the virus vault.

- ***Send bug report*** - if unchecked, it will disallow users on the station to send a bug report.
- ***Creating new PUP exceptions*** - if unchecked, it will disallow users on the station to create a new exception for potentially unwanted programs.
- ***Creating new exceptions of Resident Shield*** - if unchecked, it will disallow users on the station to create a new exception for the Resident Shield component.
- ***AVG user interface access*** - if unchecked, it will disallow users on the station to access AVG user interface.
- ***Launching an instant update*** - if unchecked, it will disallow users on the station to launch an instant updating process.
- ***AVG Settings Manager*** - if unchecked, it will disallow users on the station to launch AVG Settings Manager
- ***IDP allowed list access*** - if unchecked, it will disallow users on the station to access the IDP allowed list.
- ***Temporarily disable AVG protection*** - if unchecked, it will disallow users on the station to temporarily disable AVG protection.
- ***Clear event history*** - if unchecked, it will disallow users on the station to clear event history.

If you want to enable users to use unallowed actions after entering password, click on the ***Activate password for access to unallowed actions ...*** and in the new dialog fill in a new password (twice for verification).

The password will be required every time the user tries to access the disallowed action.

Similarly you can enable the user on a station to change mandatory settings. To do so, check the ***Activate password for modification of mandatory settings ...*** checkbox and fill in a new password (twice for verification). This will allow the user to temporarily change the settings for the currently opened dialog in Advanced settings on the station by using the ***Temporarily disable mandatory mode*** button that appears only if this feature is active.

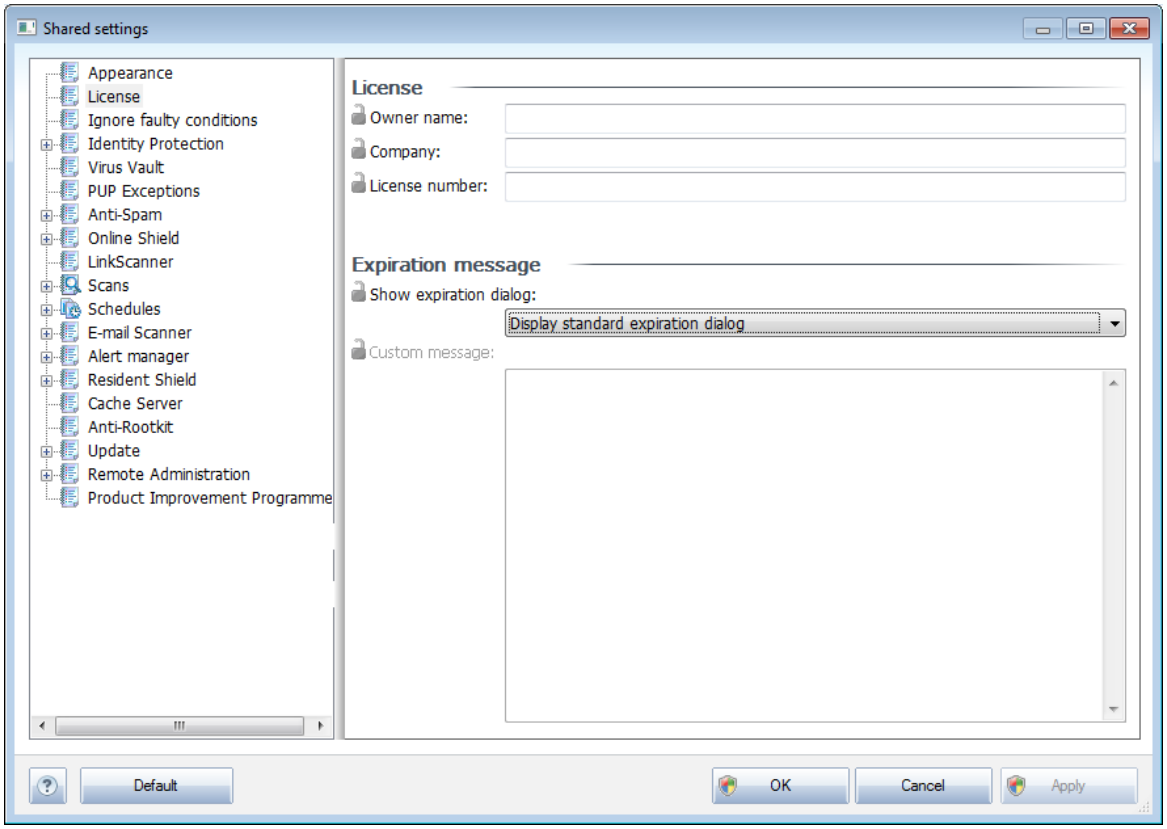
***Note:*** *The password must not be blank. Also, after synchronization, the settings possibly changed by the user on the station will receive their values back.*

Also you can decide, whether you want the local user to stop a running scheduled scan. This can be done via Shared settings for stations/groups or in the individual station settings. To do so, navigate to ***Schedules/Scheduled scan*** item and in the right part of the dialog tick the ***User can stop a running task*** checkbox.

***Note:*** *The changes will take effect once the stations get synchronized. For more information about the synchronization process visit the Synchronization process chapter.*

## 10.1.5. License

The ***License*** settings are available only from AVG Admin Console.




You can set the following options:

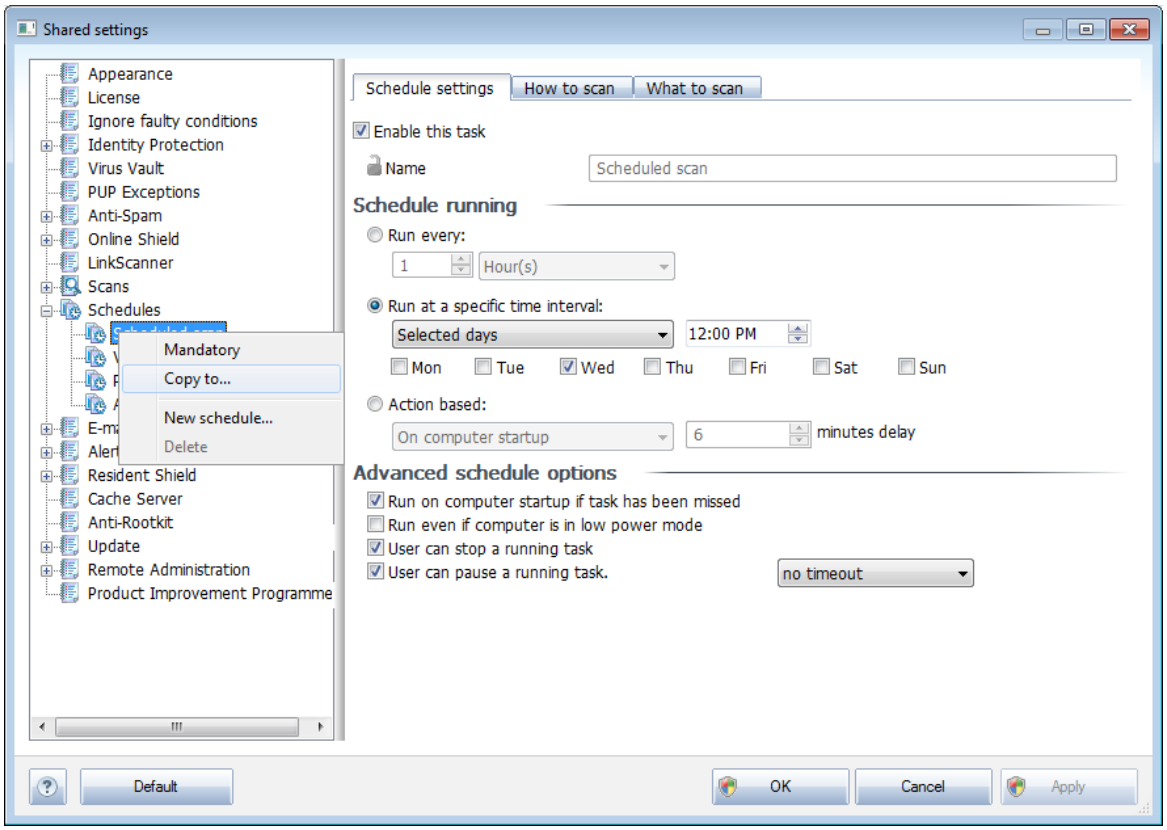
- ***Owner name*** - enter a required name of the owner.
- ***Company*** - enter a required company name.
- ***License number*** - enter a required license number.

In the ***Expiration message*** section you can choose if expiration dialog should be displayed in case the license has expired:

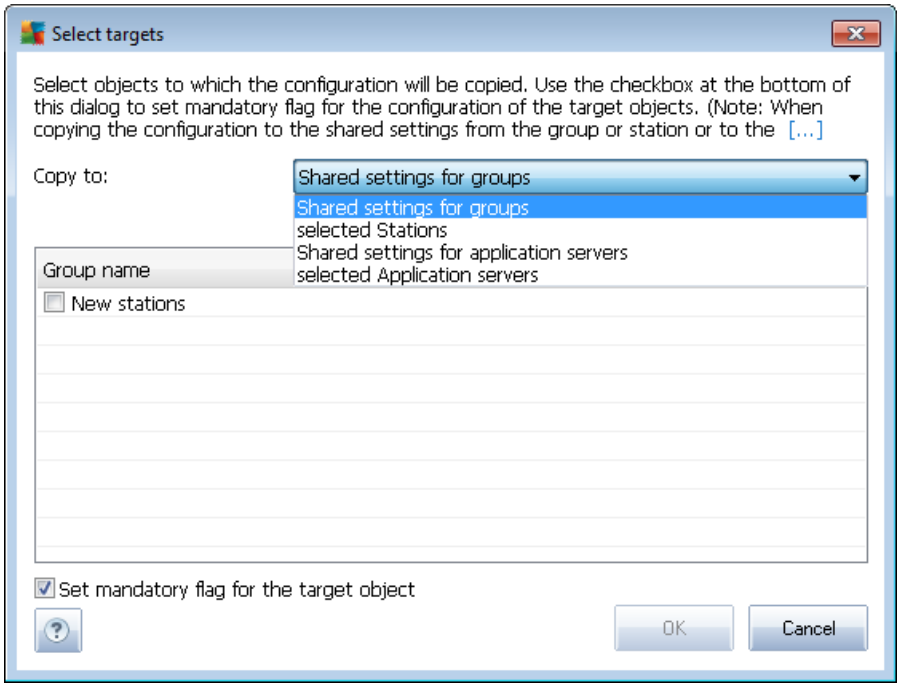
- ***Show expiration dialog*** - select one of the options. If you wish to use a custom message to display, use the last option and fill in the ***Custom message*** field accordingly.

## 10.1.6. Configuration copying

You can copy predefined Schedules configuration from the Shared settings for stations/Groups (or from settings for a single station) to a group, multiple groups or shared settings.




In the left tree right-click on the chosen subitem under ***Schedules*** item and from the context menu choose ***Copy to***. A new dialog will appear:



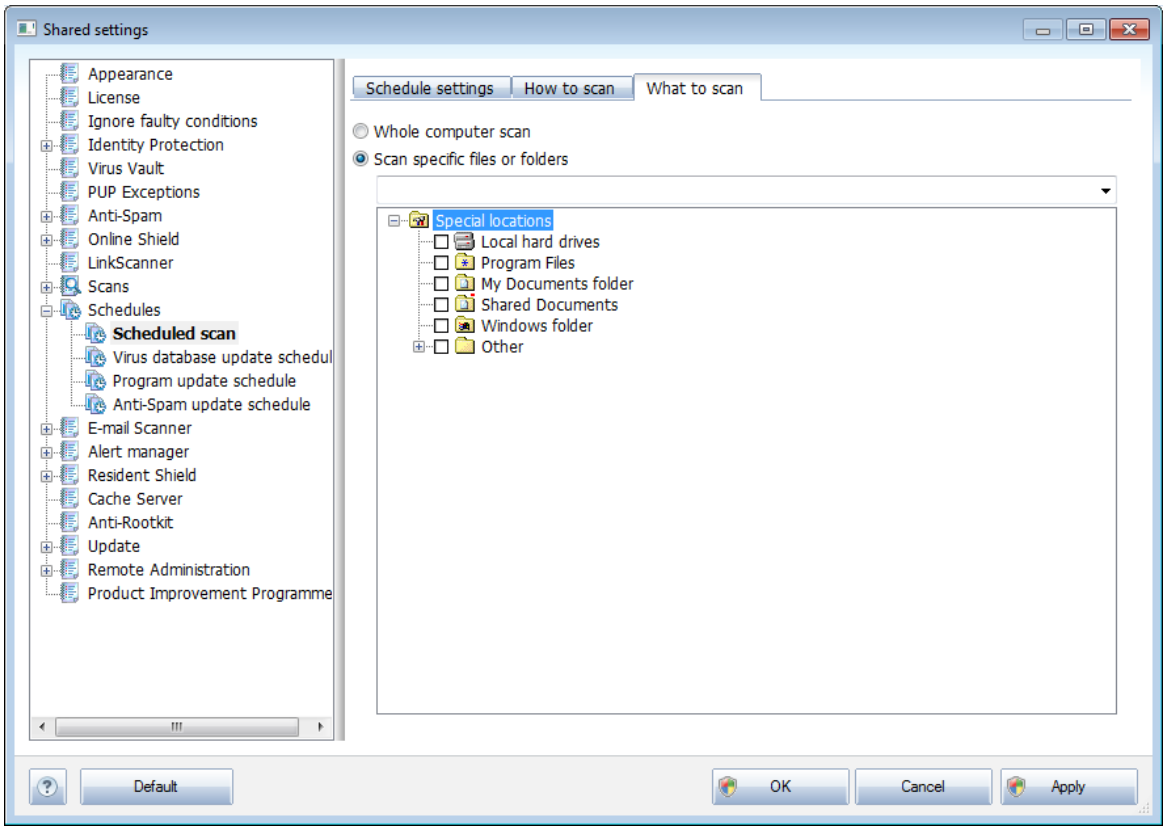

From the drop-down menu select where do you wish the configuration to be copied. You can choose Shared settings in Groups, Stations, Shared settings for application servers or Application servers.

If you select ***Stations*** option, the ***from group*** drop-down menu will become available, where you can choose a group, from which the stations will be listed. Then select individual stations into which you wish to copy the configuration.

The checkbox ***Set mandatory flag for the target object*** serves for marking the setting as mandatory. If left unchecked, the configuration will be set as monitored.

### 10.1.7. Scheduled Scans

During a new scheduled scan definition, you can use either a predefined option to ***Scan whole computer***, or choose to ***Scan specific files or folders***.




The second option allows you to select custom sections that you wish to scan:

- ***Local hard drives: <Loc>***

  All local (fixed) drives will be scanned.

- ***My Documents folder: <Doc>***

  The following location will be scanned:

  C:\Documents and Settings\<current user>

  Where *current user* represents a user logged during the scanning process.

- ***Shared Documents: <DocAll>***

  The following location will be scanned:

  C:\Documents and Settings\All Users

- ***Program Files: <Prg>***

  The program files (e.g. C:\Program Files\) location will be scanned.

- ***Windows folder: <WinDir>***

  The Windows folder (e.g. C:\Windows) will be scanned.

- ***System folder: <SysDir>***

  The Windows system folder (e.g. c:\Windows\System32) will be scanned.

- ***System drive: <SysDrv>***

  The system drive (e.g. C:\) will be scanned.

- ***Temporary Files folder: <Temp>***

  The following location will be scanned:

  C:\Documents and Settings\<user>\Local Settings\Temp

  Where <*user*> represents an user profile name.

- ***Temporary Internet Files: <Web>***

  The MS Internet Explorer cache directory will be scanned:

  C:\Documents and Settings\<user>\Local Settings\Temporary Internet Files

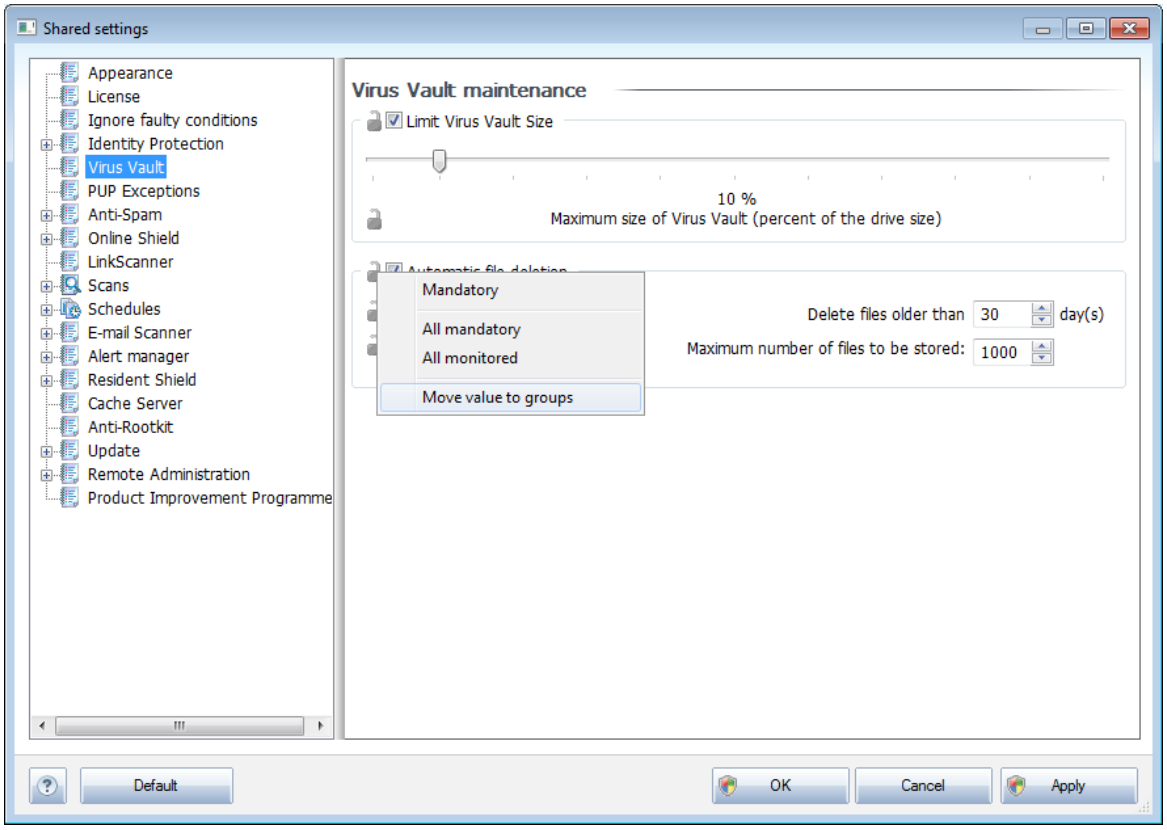
  Where <*user*> represents an user profile name.

***Warning:*** *Since all scheduled scans run under SYSTEM user account, it is currently not possible to scan some locations properly (namely <Web>, <Temp> or <Doc>) due to Windows security policy.*

### 10.1.8. Moving values to groups/servers

If you need to apply certain configuration only to a limited number of station groups and you do not want or cannot set it within the Shared settings for stations (which would apply the configuration to all other inherited groups), you can use the following option instead.

Open the ***Shared settings for stations*** and choose a configuration dialog with the value(s) you wish to move:



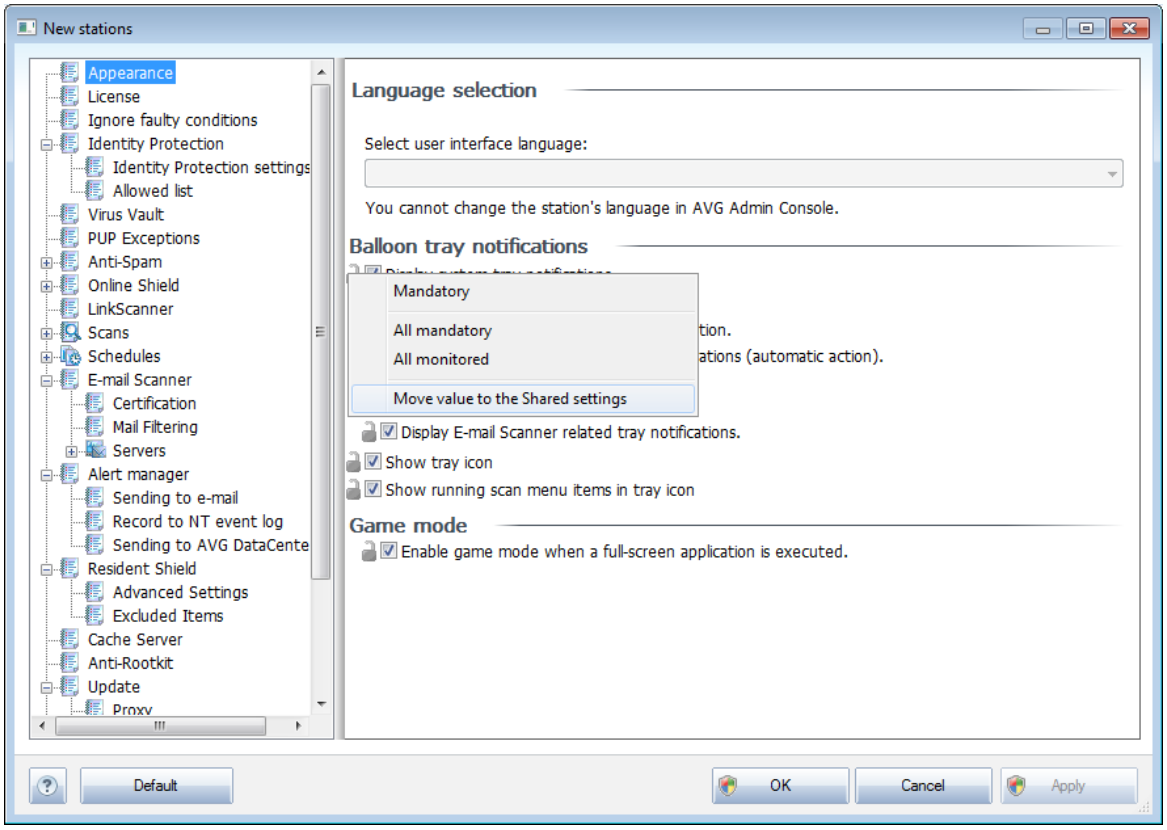

In order to move a predefined value to all other group settings, right-click on the chosen checkbox and from the context menu select ***Move value to groups***. You should see a changed lock icon next to the chosen configuration item:

To transfer the chosen setting to other group settings click ***OK*** or ***Apply*** button.

***Please note:*** *If you change the value of the setting or amend its status before you click OK or Apply button, the changes will be lost and the configuration will not be copied.*

Analogically you can process the ***Shared settings for application servers*** and move selected configuration to all servers. The context menu item is named ***Move value to servers***.

There is also possibility to move the value from a group settings to the Shared settings for stations:




In order to move a configuration from a group to the ***Shared settings for stations***, you can right-click on the chosen checkbox and from the context menu select ***Move value to Shared settings***. You should see a changed lock icon next to the chosen configuration item:

By clicking ***OK*** or ***Apply*** button, the value will be moved to the ***Shared settings for stations*** and set as mandatory. In any other group it will be set as monitored. This can be used to easily remove the mandatory flag from all the groups at once.

You can similarly process the individual server settings within the application servers and move the selected configuration to the ***Shared settings for application servers***. The context menu item is named ***Move value to the Shared settings***.

## 10.1.9. Anti-Spam

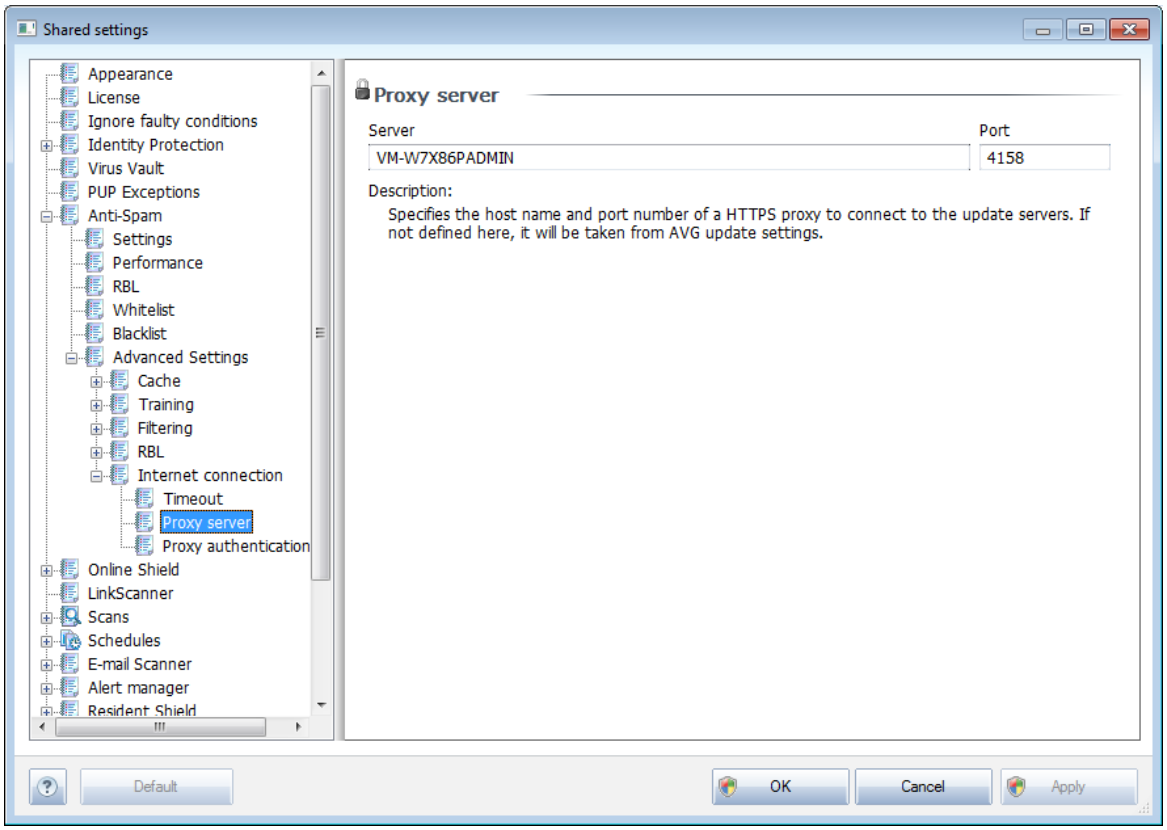
If you deploy UpdateProxy role (during the ***AVG Admin Server Deployment Wizard***), you can choose to download Anti-Spam updates directly from Mailshell servers and then use AVG Admin server to distribute them among your stations.

The downloading of Anti-Spam updates can be switched off/on from the AVG Admin Server settings dialog, ***UpdateProxy tab***.

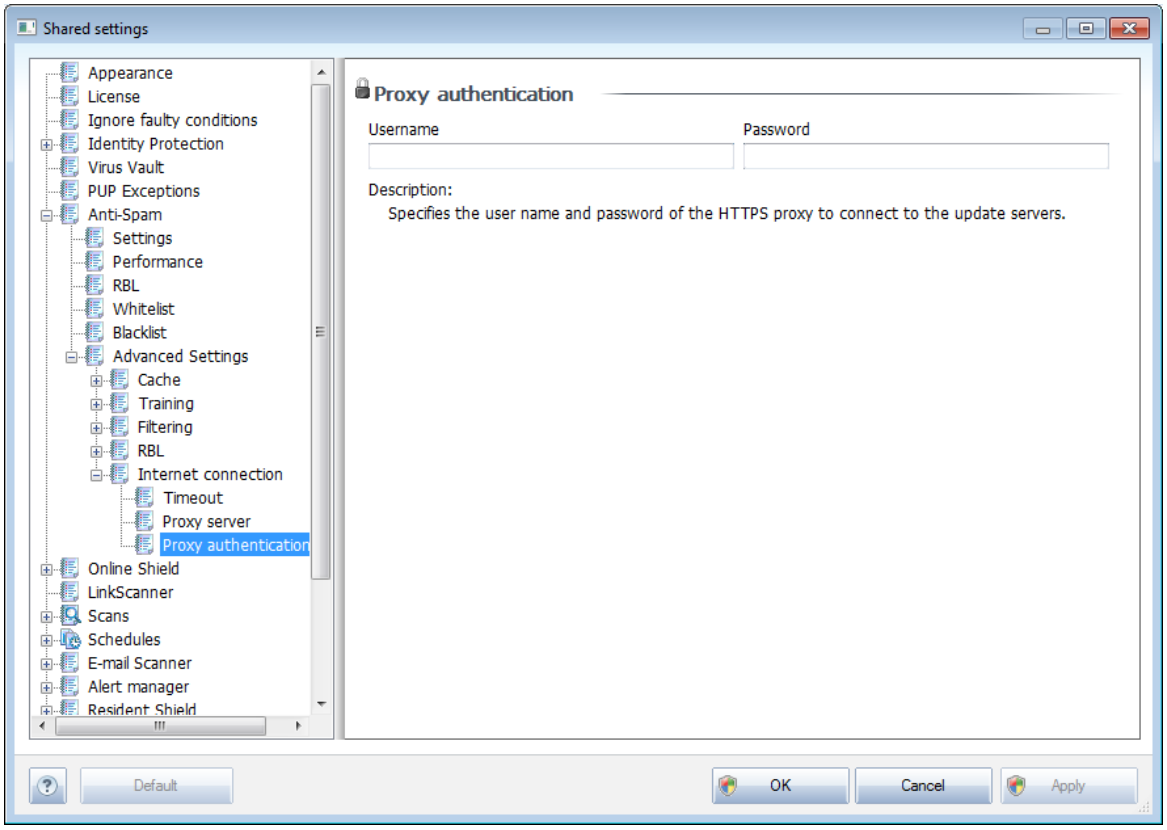
The Anti-Spam updates can be also changed manually from the Shared settings. To do so, navigate

to the AVG Admin Console, upper menu ***Tools/Shared settings for stations*** item. Then select ***Anti-Spam/Advanced Settings/Internet connection***.

In the ***Proxy server*** dialog insert your AVG Admin Server address including port number (default value is 4158).




If your AVG Admin Server uses username and password, open also the ***Proxy authentication*** dialog and input the correct username and password.




***Note:*** *You can analogically update these settings manually for* ***Shared settings for group*** *or for individual stations as well if needed.*

## 10.2. Shared Firewall Settings

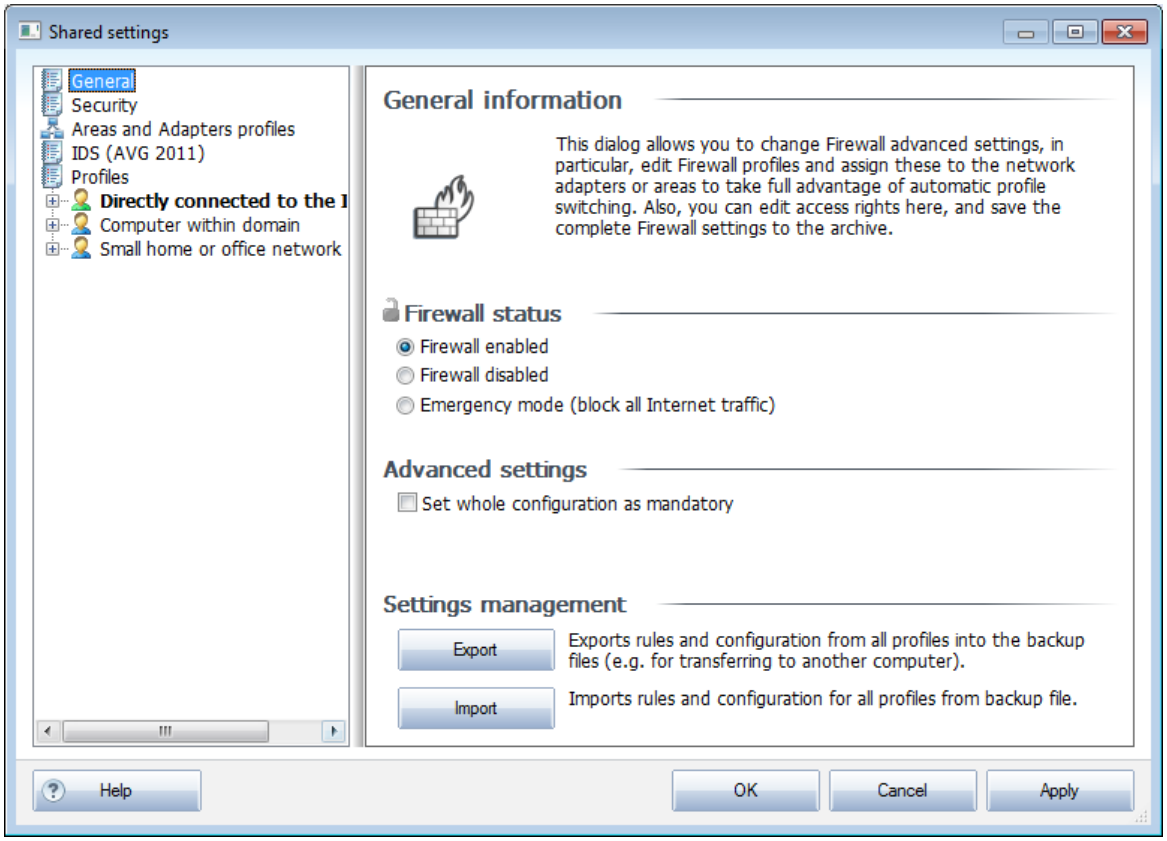
This dialog allows you to define shared settings for stations. Most of the options are exactly the same as on the station, therefore if you require more detailed information on individual item configuration, we recommend consulting either the context help or the AVG Internet Security User Guide available to download from http://www.avg.com/ww-en.

To change Firewall component status choose one of these options:

- ***Firewall enabled*** - will start the Firewall component.
- ***Firewall disabled*** - will stop the Firewall component (both local and outside network traffic is available).
- ***Emergency mode*** - will block all traffic (including local network).

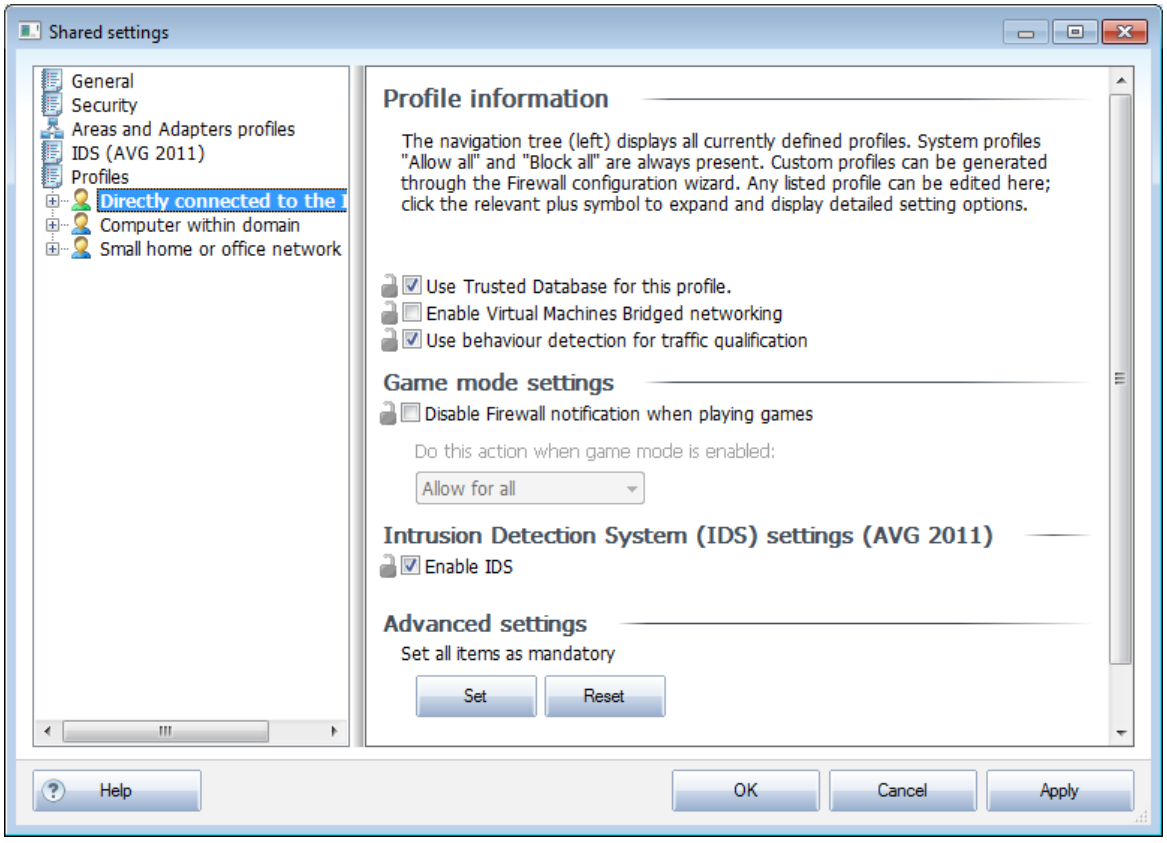
The following subchapters describe Firewall settings available from AVG Admin Console.

### 10.2.1. Setting Items as Mandatory




You can set the whole configuration as mandatory by checking the ***Set whole configuration as mandatory*** checkbox available in the *General information* dialog.

Additionally, you can set certain individual or all settings within profiles as mandatory - to do so simply select the required profile and in the main section click the ***Set*** button to mark all items as mandatory. Use the ***Reset*** button to set all profile values back to monitored.



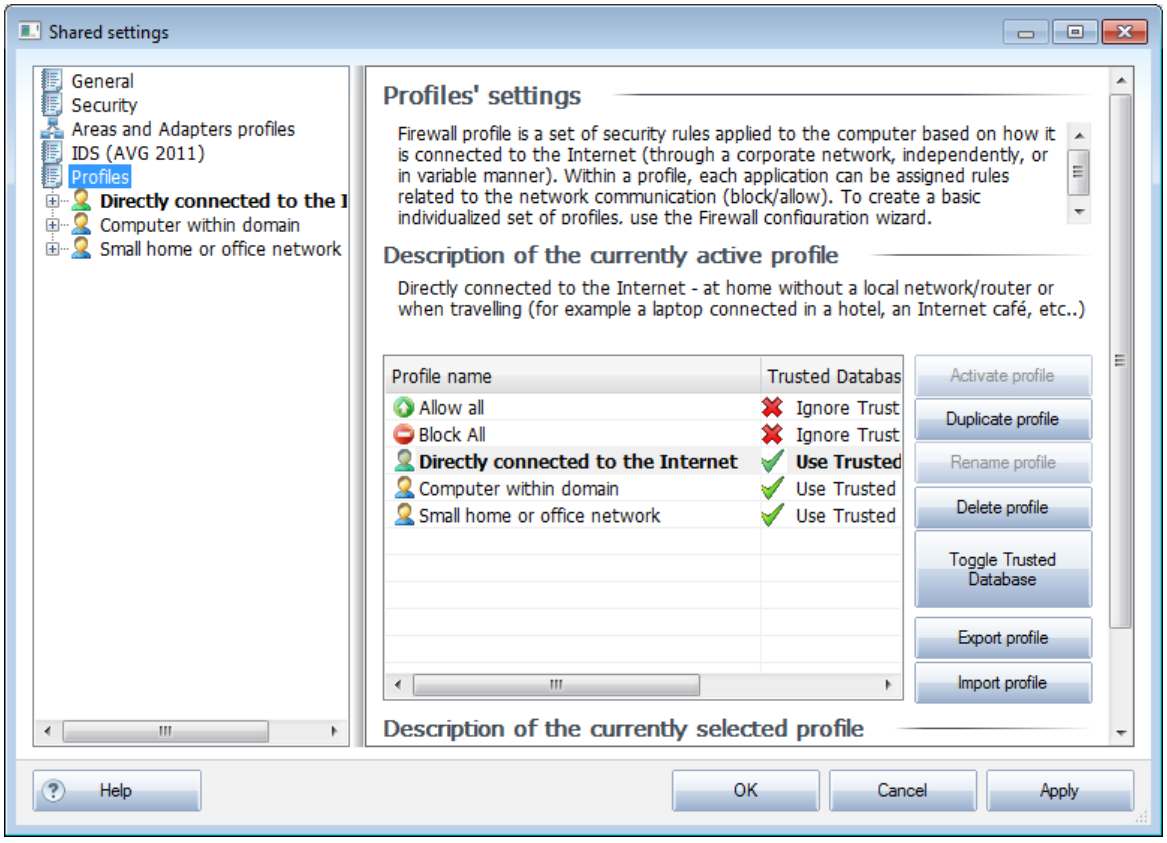

## 10.2.2. Profiles

Firewall profiles can be renamed/deleted/duplicated or imported only within the Shared Firewall settings.

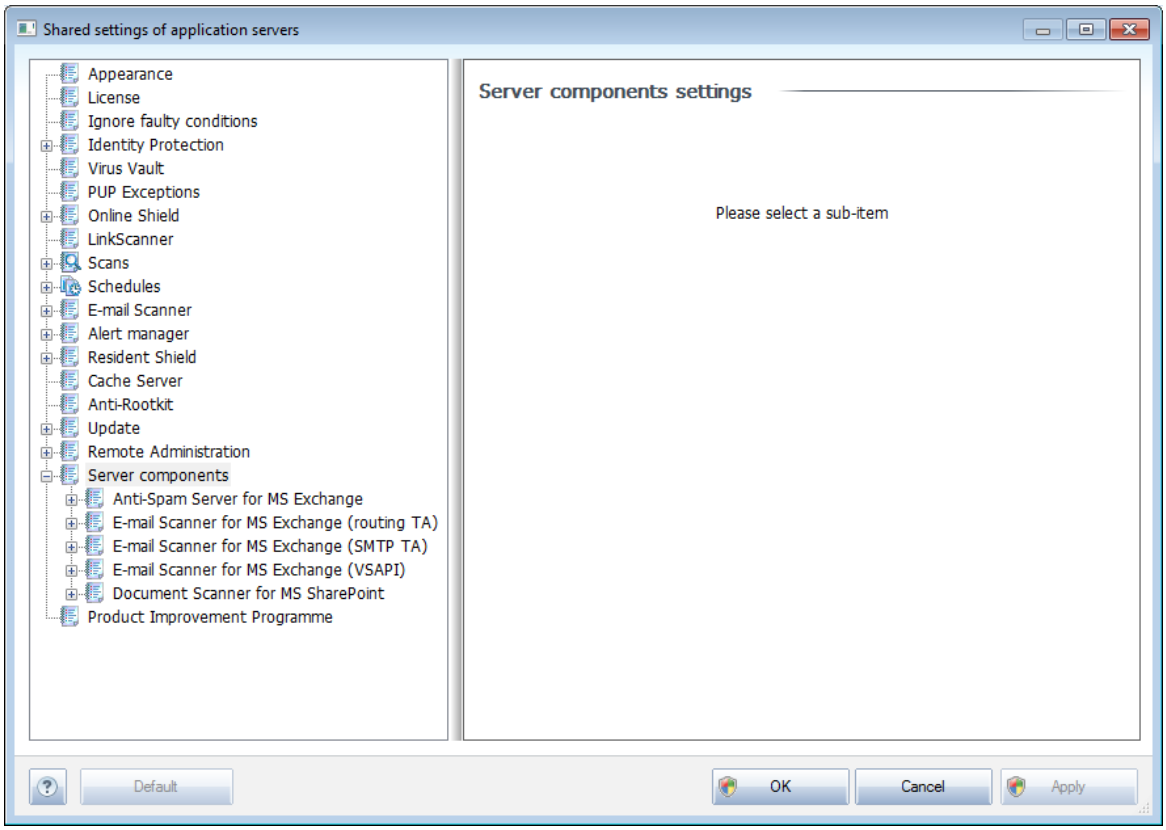
The chosen set of profiles is then automatically applied to all other Firewall settings sets (i.e. individual stations and groups).

***Note:*** *The bold highlighted profile name does indicate, that the profile is set as mandatory. The profile settings mandatory/monitored status can be verified (or changed) in the* ***Areas and Adapters profiles*** *section above.*

***Warning:*** *If you delete all predefined profiles (except for* ***Allow all*** and ***Block all***) *and keep no profile active (mandatory), the station will (once synchronized), use the default profile* ***Block all****, which will block the whole communication and you will not be able to connect to the station anymore!*


Shared settings
General
Security
Areas and Adapters profiles
IDS (AVG 2011)
Profiles
Directly connected to the I
Computer within domain
Small home or office network
Profiles' settings
Firewall profile is a set of security rules applied to the computer based on how it is connected to the Internet (through a corporate network, independently, or in variable manner). Within a profile, each application can be assigned rules related to the network communication (block/allow). To create a basic individualized set of profiles, use the Firewall configuration wizard.
Description of the currently active profile
Directly connected to the Internet - at home without a local network/router or when travelling (for example a laptop connected in a hotel, an Internet café, etc..)
Profile name
Trusted Databas
Allow all
Ignore Trust
Block All
Ignore Trust
Directly connected to the Internet
Use Trusted
Computer within domain
Use Trusted
Small home or office network
Use Trusted
Activate profile
Duplicate profile
Rename profile
Delete profile
Toggle Trusted Database
Export profile
Import profile
Description of the currently selected profile
Help
OK
Cancel
Apply

## 10.3. Shared Settings for Application Servers




This dialog allows you to define shared settings for application servers. Most of the options are exactly the same as on the station with few exceptions described in the chapters below. If you require more detailed information on configuration of other items, we recommend you to consult the AVG E-mail Server Edition User Guide available to download from http://www.avg.com/ww-en or the context help available via the nice question mark button.

***Note:*** *You can use* ***Default*** *button to restore the original settings of the current dialog.*

### 10.3.1. Overview

Basic overview of the individual server components:

- ***Anti-Spam Server for MS Exchange***

  Checks all incoming e-mail messages and marks unwanted e-mails as SPAM. It uses several analyzing methods to process each e-mail message, offering maximum possible protection against unwanted e-mail messages.

- ***E-mail Scanner for MS Exchange (routing Transport Agent)***

  Checks all incoming, outgoing and internal e-mail messages going through the MS Exchange HUB role.

Available for MS Exchange 2007/2010 and can be installed for HUB role only.

- ***E-mail Scanner for MS Exchange (SMTP Transport Agent)***

  Checks all e-mail messages coming through the MS Exchange SMTP interface.

  Available for MS Exchange 2007/2010 only and can be installed for both EDGE and HUB roles.

- ***E-mail Scanner for MS Exchange (VSAPI)***

  Checks all e-mail messages stored in user mailboxes. If any viruses are detected, they are moved to the Virus Vault, or completely removed.

- ***Document Scanner for MS SharePoint***

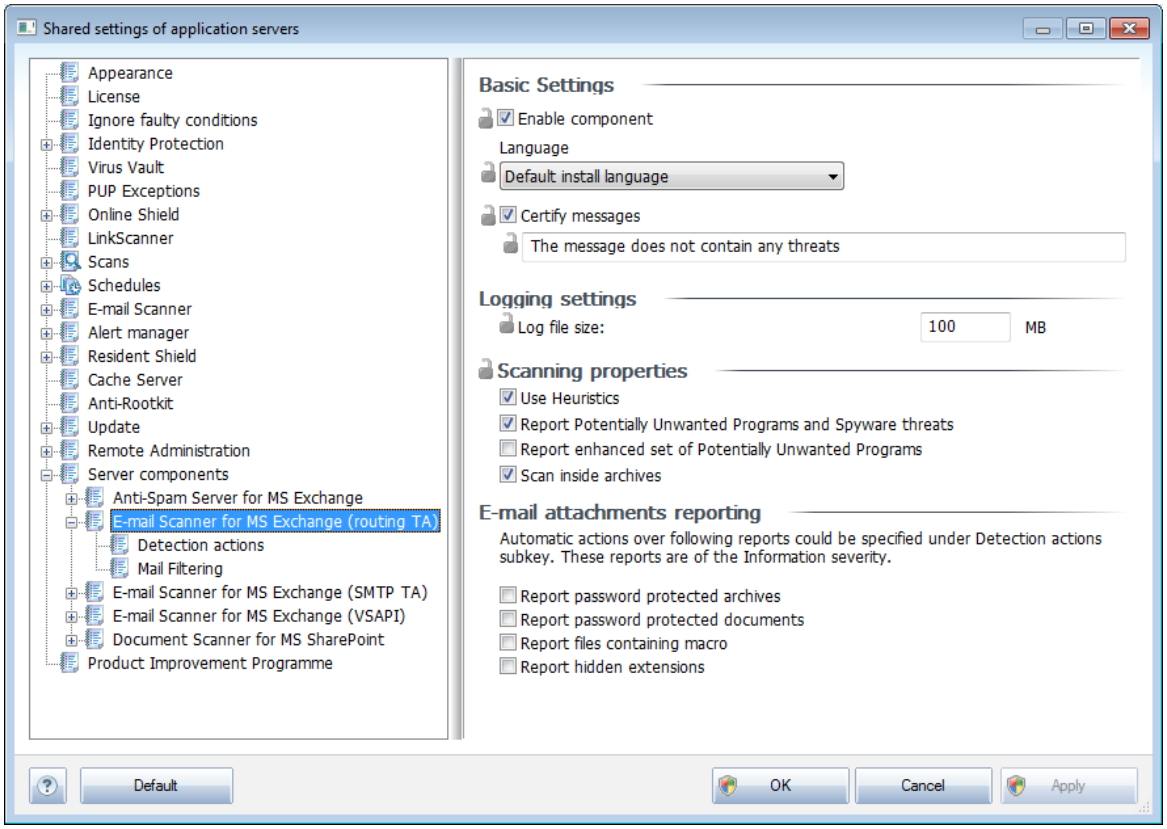
  download to/from the Sharepoint server. If any viruses are detected, they are moved to the Virus Vault, or completely removed.

### 10.3.2. Anti-Spam Server for MS Exchange

Options available for ***Anti-Spam Server for MS Exchange*** are exactly the same as on the station (although the predefined default settings are different). Should you require more information about individual options, please consult the AVG Internet Security or E-Mail Server User Guide available to download from http://www.avg.com/ww-en or the context help.

## 10.3.3. E-mail Scanner for MS Exchange (routing TA)

This item contains settings of the ***E-mail Scanner for MS Exchange*** (routing transport agent).




The ***Basic Settings*** section contains the following options:

- ***Enable component*** - uncheck to disable the whole component.
- ***Language*** - select preferred component language.
- ***Certify messages*** - check this if you wish to add a certification note to all scanned messages. You can customize the message in the next field.

The ***Logging settings*** section:

- ***Log file size*** - choose a preferred size of the log file. Default value: 100 MB.

The ***Scanning properties*** section:

- ***Use Heuristics*** - check this box to enable heuristic analysis method during scanning.
- ***Report Potentially Unwanted Programs and Spyware threats*** - check this option to report the presence of potentially unwanted programs and spyware.
- ***Report enhanced set of Potentially Unwanted Programs*** - check to detect extended

package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later, or programs that always harmless but might be unwanted (various toolbars etc.). This is an additional measure that increases your computer security and comfort even more, however it can possibly block legal programs, and is therefore switched off by default. Note: This detection feature is additional to the previous option, so if you want protection from the basic types of spyware, always keep the previous box checked.

- ***Scan inside archives*** - check this option to let the scanner look also inside archived files (zip, rar, etc.)

The ***E-mail attachments reporting*** section allows you to choose which items should be reported during scanning. If checked, each e-mail with such an item will contain [INFORMATION] tag in the message subject. This is the default configuration which can be easily amended in the ***Detection actions section***, part ***Information*** (see below).

The following options are available:

- ***Report password protected archives***
- ***Report password protected documents***
- ***Report files containing macro***
- ***Report hidden extensions***

There are also these sub-items available in the following tree structure:

- ***Detection actions***
- ***Mail filtering***

## 10.3.4. E-mail Scanner for MS Exchange (SMTP TA)

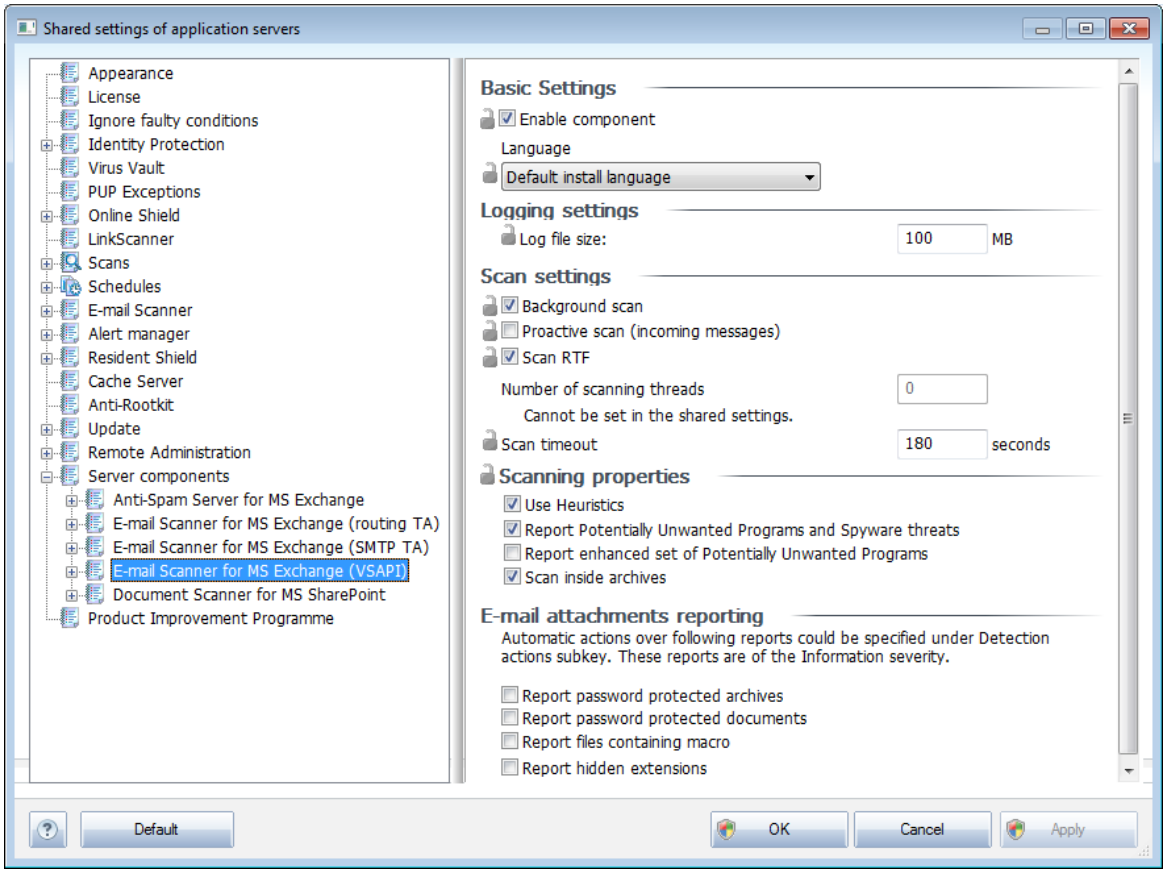
The configuration for the ***E-mail Scanner for MS Exchange (SMTP Transport Agent)*** is exactly the same as in the case of routing transport agent. For more information please see the ***E-mail Scanner for MS Exchange (routing TA)*** chapter above.

There are also these sub-items available in the following tree structure:

- ***Detection actions***
- ***Mail filtering***

## 10.3.5. E-mail Scanner for MS Exchange (VSAPI)

This item contains settings of the ***E-mail Scanner for MS Exchange*** (VSAPI).




The ***Basic Settings*** section contains the following options:

- ***Enable component*** - uncheck to disable the whole component.
- ***Language*** - select preferred component language.

The ***Logging settings*** section:

- ***Log file size*** - choose a preferred size of the log file. Default value: 100 MB.

The ***Scan settings*** section:

- ***Background Scan*** – you can enable or disable the background scanning process here. Background scanning is one of the features of the VSAPI 2.0/2.5 application interface. It provides threaded scanning of the Exchange Messaging Databases. Whenever an item that has not been scanned with the latest AVG virus base update is encountered in the users' mailbox folders, it is submitted to AVG for Exchange Server to be scanned. Scanning and searching for the not examined objects runs in parallel.

  A specific low priority thread is used for each database, which guarantees other tasks (e.g. e-

mail messages storage in the Microsoft Exchange database) are always carried out preferentially.

- ***Proactive Scan (incoming messages)***

  You can enable or disable the proactive scanning function of VSAPI 2.0/2.5 here. This scanning occurs when an item is delivered to a folder, but a request has not been made by a client.

  As soon as messages are submitted to the Exchange store, they enter the global scanning queue as low priority (maximum of 30 items). They are scanned on the first in, first out (FIFO) basis. If an item is accessed while still in the queue, it is changed to high priority.

  ***Note:*** *Overflow messages will continue to the store unscanned.*

***Note:*** *Even if you disable both* ***Background Scan*** *and* ***Proactive Scan*** *options, the on access scanner will be still active when an user will try to download a message with the MS Outlook client.*

- ***Scan RTF*** - you can specify here, whether the RTF file type should be scanned or not.
- ***Number of Scanning Threads*** - the scanning process is threaded by default to increase the overall scanning performance by a certain level of parallelism. You can change the threads count here.

  The default number of threads is computed as 2 times the 'number_of_processors' + 1.

  The minimum number of threads is computed as ('number of processors'+1) divided by 2.

  The maximum number of threads is computed as 'Number of Processors' multiplied by 5 + 1.

  If the value is set to lower than the minimum value or to greater than the maximum value, the default value is used.

- ***Scan Timeout*** - the maximum continuous interval (in seconds) for one thread to access the message that is being scanned (the default value is 180 seconds).

The ***Scanning properties*** section:

- ***Use Heuristics*** - check this box to enable heuristic analysis method during scanning.
- ***Report Potentially Unwanted Programs and Spyware threats*** - check this option to report the presence of potentially unwanted programs and spyware.
- ***Report enhanced set of Potentially Unwanted Programs*** - check to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later, or programs that always harmless but might be unwanted (various toolbars etc.). This is an additional measure that increases your computer security and comfort even more, however it can possibly block legal programs, and is therefore switched off by default. Note: This detection feature is additional to the previous option, so if you want protection from the basic types of spyware, always keep the previous box checked.
- ***Scan inside archives*** - check this option to let the scanner look also inside archived files

(zip, rar, etc.)

The ***E-mail attachments reporting*** section allows you to choose which items should be reported during scanning. The default configuration can be easily amended in the ***Detection actions section***, part ***Information*** (see below).

The following options are available:

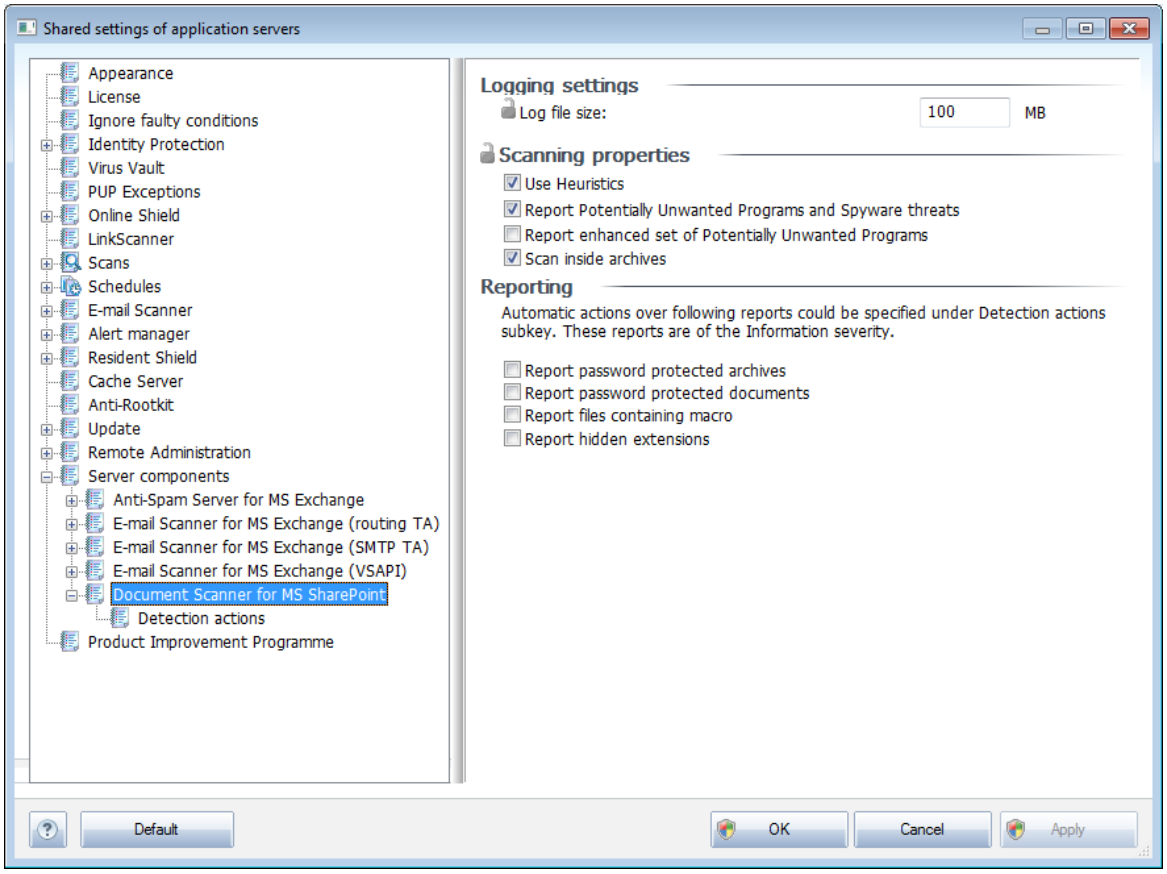
- ***Report password protected archives***
- ***Report password protected documents***
- ***Report files containing macro***
- ***Report hidden extensions***

There are also these sub-items available in the following tree structure:

- ***Detection actions***
- ***Mail filtering***

## 10.3.6. Document Scanner for MS SharePoint

This item contains settings of the ***Document Scanner for MS SharePoint***.




The ***Logging settings*** section:

- ***Log file size*** - choose a preferred size of the log file. Default value: 100 MB.

The ***Scanning properties*** section:

- ***Use Heuristics*** - check this box to enable heuristic analysis method during scanning.
- ***Report Potentially Unwanted Programs and Spyware threats*** - check this option to report the presence of potentially unwanted programs and spyware.
- ***Report enhanced set of Potentially Unwanted Programs*** - check to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later, or programs that always harmless but might be unwanted (various toolbars etc.). This is an additional measure that increases your computer security and comfort even more, however it can possibly block legal programs, and is therefore switched off by default. Note: This detection feature is additional to the previous option, so if you want protection from the basic types of spyware, always keep the previous box checked.

- ***Scan inside archives*** - check this option to let the scanner look also inside archived files (zip, rar, etc.)

The ***Reporting*** section allows you to choose which items should be reported during scanning. The reports have ***Information*** severity. The default action can be easily amended in the ***Detection actions section***, part ***Information*** (see below).

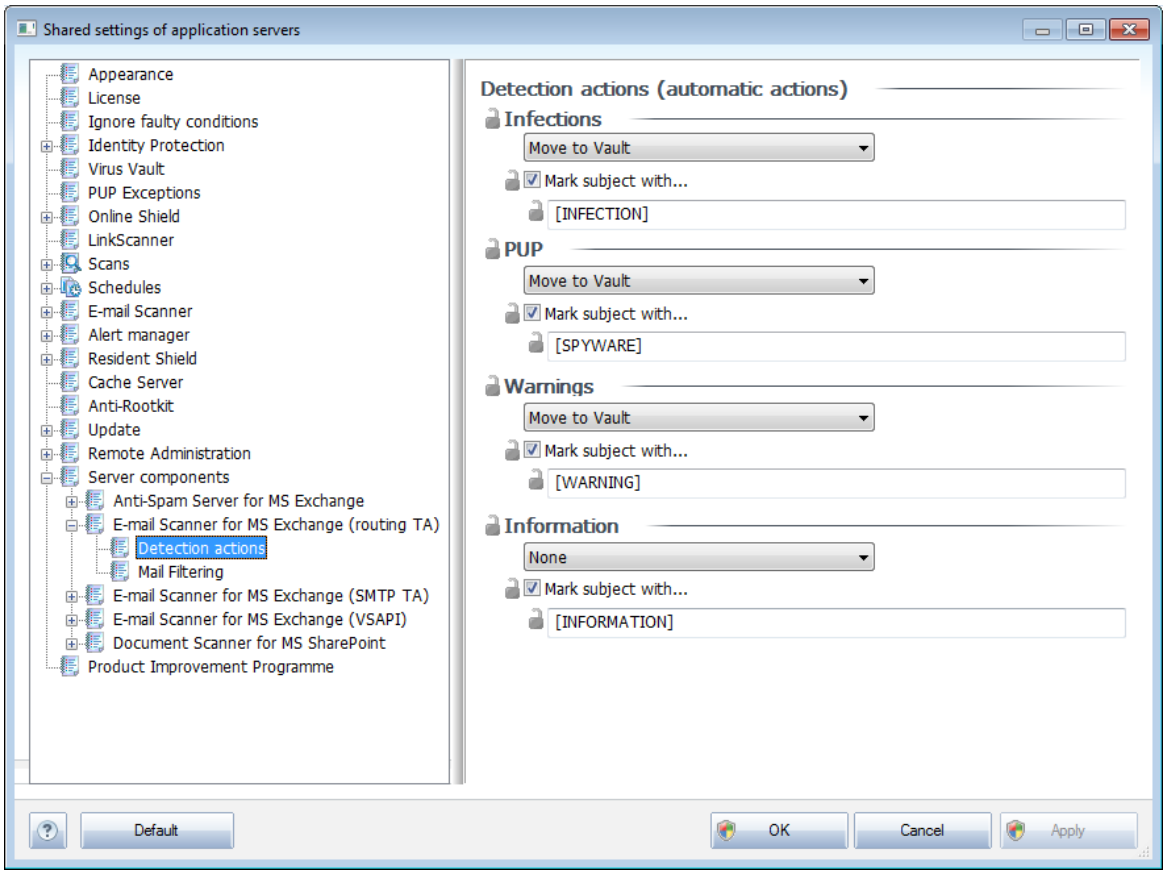
The following options are available:

- ***Report password protected archives***
- ***Report password protected documents***
- ***Report files containing macro***
- ***Report hidden extensions***

There is also the following sub-item available in the tree structure:

- ***Detection actions***

## 10.3.7. Detection Actions



In the ***Detection actions*** sub-item you can choose automatic actions that should take place during the scanning process.

The actions are available for the following items:

- ***Infections***
- ***PUP (Potentially Unwanted Programs)***
- ***Warnings***
- ***Information***

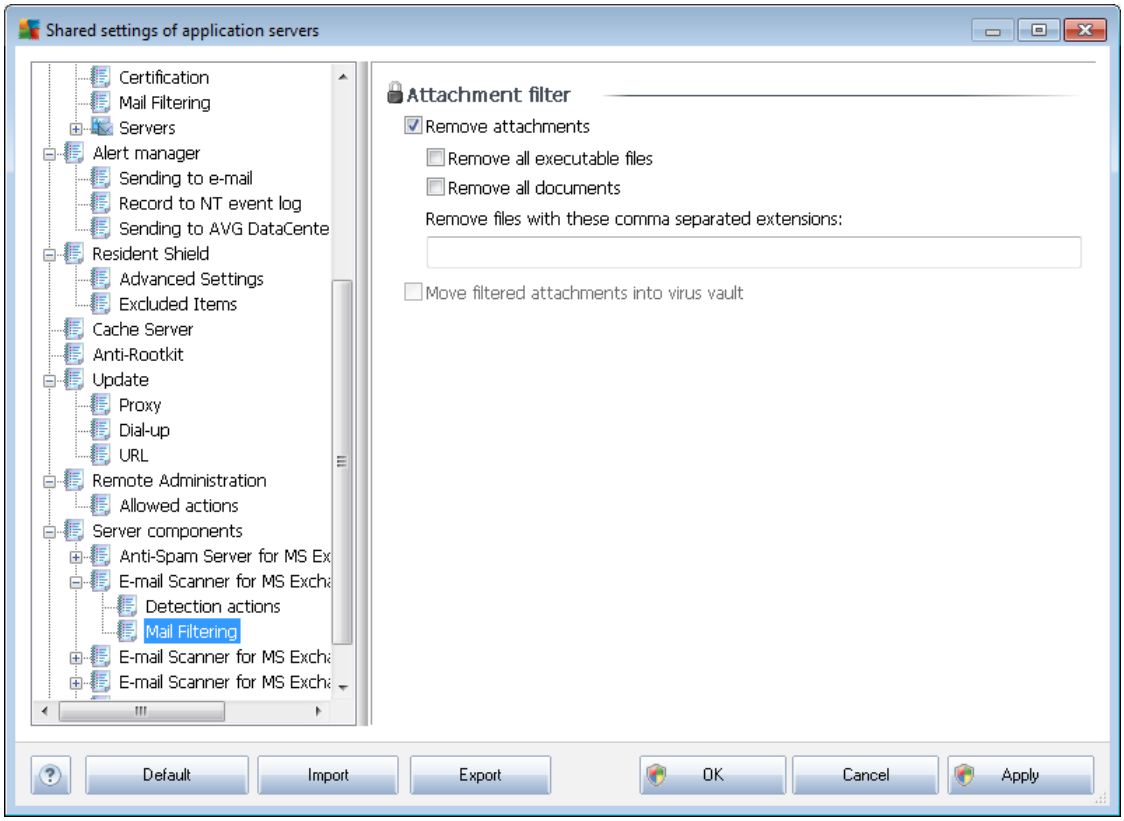
Use the roll-down menu to choose an action for each item:

- ***None*** - no action will be taken.
- ***Move to Vault*** - the given threat will be moved to Virus Vault.
- ***Remove*** - the given threat will be removed.

To select a custom subject text for messages that contain the given item/threat, check the ***Mark subject with...*** box and fill-in a preferred value.

***Note:*** *The last mentioned feature is not available for E-mail Scanner for MS Exchange VSAPI and Document Scanner for MS Sharepoint settings.*

### 10.3.8. Mail Filtering



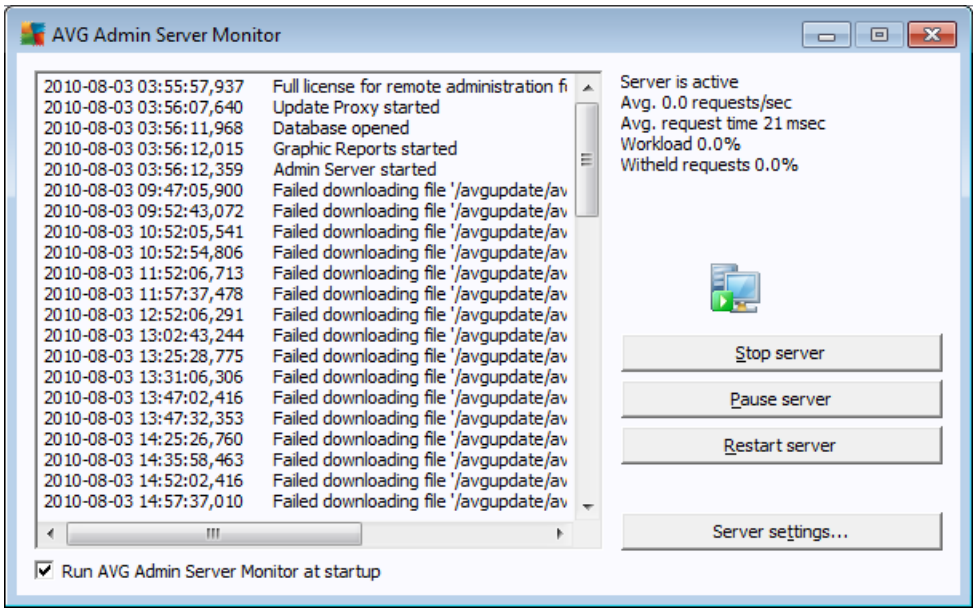

In the ***Mail Filtering*** sub-item you can choose which attachments should be automatically removed, if any. The following options are available:

- ***Remove attachments*** - check this box to enable the feature.
- ***Remove all executable files*** - removes all executables.
- ***Remove all documents*** - removes all document files.
- ***Remove files with these comma separated extensions*** - fill the box with file extensions you wish to automatically remove. Separate the extensions with comma.
- ***Move filtered attachments into virus vault*** - check if you don't want the filtered attachments to be removed completely. With this box checked, all attachments chosen in this dialog will be automatically moved into the Virus Vault quarantine environment. It is a safe place to store potentially malicious files - such files can be viewed and examined without posing any threat.

## 10.4. AVG Admin Server Settings

The **AVG Admin Server Monitor** is a part of the **AVG Admin Server** installation. The AVG Admin Server Monitor displays an icon on the system tray, and the icon's color indicates the AVG Admin Server status. Double click on the icon to open the AVG Admin Server Monitor dialog with basic information on the server activities.

If there is no icon available, you can start the AVG Admin Server Monitor from the Windows start menu ***All programs/AVG Remote Administration*** by selecting ***AVG Admin Server Monitor.***



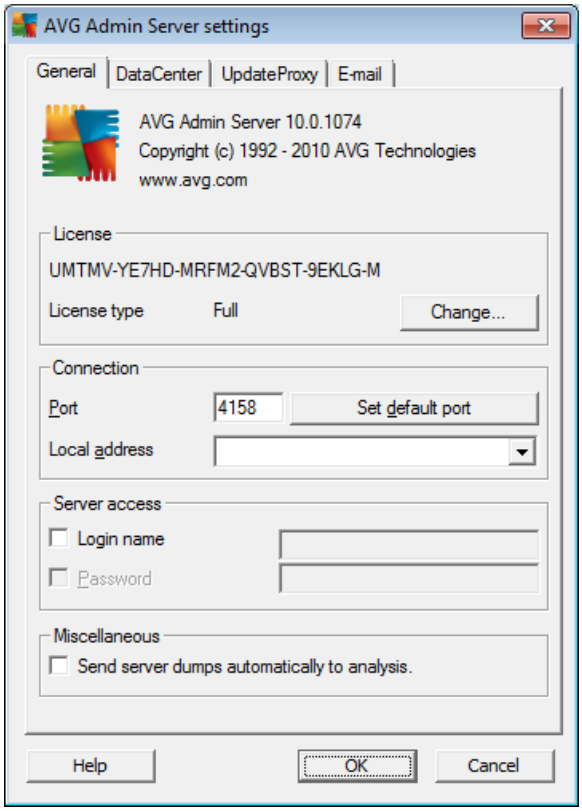

The AVG Admin Server Monitor dialog contains the following control buttons:

- ***Stop server*** – allows you to stop the AVG Admin Server.
- ***Pause server*** – allows you to pause the AVG Admin Server, and continue its running.
- ***Server settings*** – allows you to set up the AVG Admin Server configuration.

If you prefer not to automatically launch the **AVG Admin Server Monitor** at Windows system startup, you can uncheck the checkbox ***Run AVG Admin Server Monitor at startup*** (not recommended).

### 10.4.1. General tab

This tab offers the following options:




- ***License*** section

  Click the ***Change*** button to insert a new license number and/or your personal/company details.

  This license number must correspond to the network license, i.e. the remote administration support must be active.

- ***Connection*** section

  Here you can change the port number and local address.

  - ***Port*** - the default port value is 4158. You can reset the default value any time by pressing the ***Set default port*** button.

  - ***Local address*** - specify the local address for incoming connections. The default value is empty, meaning any local address. If the specified name resolves to more than one address, then the first available one is used (the server tries all of them).

- ***Server access*** section

In this section you should fill in a chosen username and password for access to the AVG DataCenter. The values are optional, but we recommend setting them up to increase security.

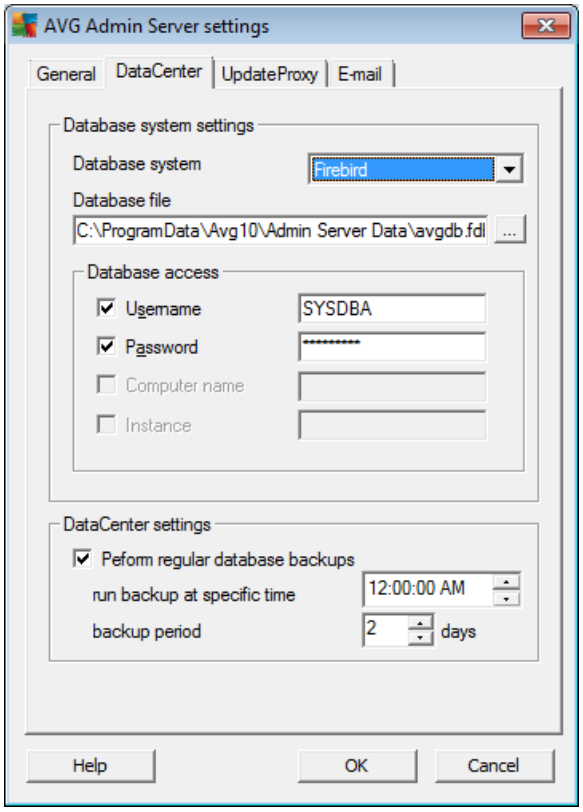
***Note:*** This username and password apply for connecting stations to the AVG DataCenter. In other words, these values must be correctly filled when connecting stations to the AVG DataCenter (either via the AVG Network Installer Wizard or manually).

- ***Miscellaneous*** section

  Tick the ***Send server dumps automatically to analysis*** checkbox in order to send potential AVG Admin Server crash dumps directly to our technical support for further analysis.

## 10.4.2. DataCenter tab

This tab offers the following options:




***Database system settings*** section contains database options. To change the ***database system***, choose a different one from the drop down list.

- ***Firebird***

  This database engine is appropriate for smaller networks with up to 150 stations. The database is a standard part of AVG Anti-Virus Business Edition 2011 installation.

  To change location of the database file, you can change the path in the ***Database file*** field.

- ***MS SQL Server Express***

  A reduced version of the **Microsoft SQL Server**, it can serve up to 1000 stations. The product is not a standard part of AVG Anti-Virus Business Edition 2011. Its usage is not limited by any commercial license.

  To change the database name insert a custom value into the ***Database name*** field.

- ***MS SQL Server***

  This engine can serve over 1000 stations in large networks. It is not a standard part of AVG Anti-Virus Business Edition 2011 and its usage is bound to the Microsoft SQL Server license.

  To change the database name insert a custom value into the ***Database name*** field.

- ***Oracle***

  This engine can serve over 1000 stations in large networks. It is not a standard part of AVG Anti-Virus Business Edition 2011 and its usage is bound to a commercial license.

- ***MySQL***

  This engine can serve over 1000 stations in large networks. It is not a standard part of AVG Anti-Virus Business Edition 2011 and a commercial license may be needed for use in a commercial environment.

The ***Database access*** section allows you to change the following parameters (not available for all database engines):

- ***Username*** - a database username chosen for the database creation during the AVG Admin Deployment Wizard.
- ***Password*** - a database password chosen for the database creation during the AVG Admin Deployment Wizard.
- ***Computer name*** - type in the computer name with the database.
- ***Instance*** – refers to a particular SQL Server/Oracle installation, if there is more than one instance installed on the station.

The ***DataCenter settings*** section contains the following option:

- ***Perform regular database backups*** - if checked, the AVG Admin Server will automatically create the database backup. You can choose when to do the backups and how often.

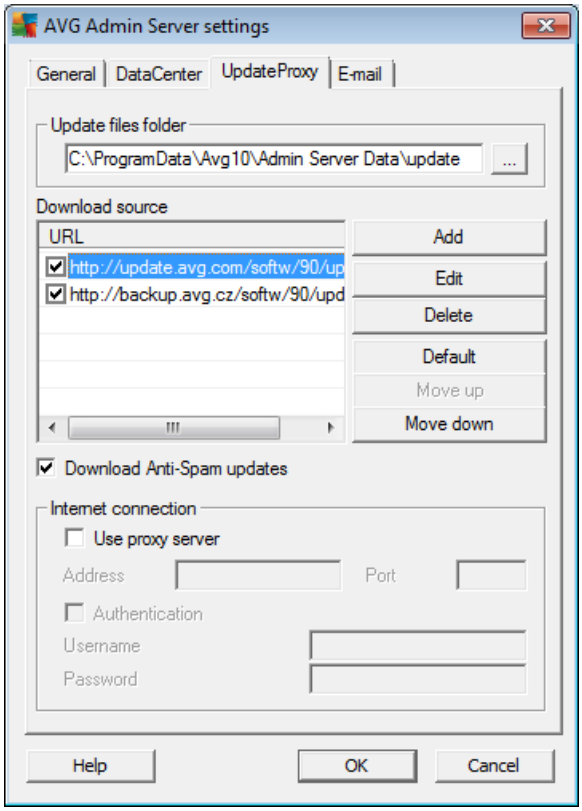
  The backup files are stored in the following location:

  C:\Documents and settings\All users\Application Data\AVG10\Admin Server Data\AutoDatabaseBackup

  The folders are named in the format YEAR-MM-DD TIME for easier differentiation.

### 10.4.3. UpdateProxy tab

This tab offers the following options:




- ***Update files folder*** - fill in a complete pathname (e.g. c:\AVGUpdate) to the directory, where the downloaded update files will be stored.
- ***Download source***

  Contains list of available update servers sorted according to priority. The server on the top will be used first. Possible options are as follows:

  ***Add*** - will open a dialog for adding a new update server.

  ***Edit*** - will allow you to edit the selected entry.

  ***Delete*** - will delete the selected entry.

  ***Default*** - will restore the original update server settings.

  ***Move up*** - allows you to increase the priority of a server.

  ***Move down*** - allows you to decrease the priority of server.

  You can also check or uncheck certain entries. The AVG Admin Server will consider only

checked entries.

- ***Download Anti-Spam updates*** - If you do not wish to download Anti-Spam updates, uncheck this option.

  ***Note:*** *Anti-Spam updates are downloaded directly from the Mailshell servers.*

  Additional information about the Anti-Spam updates can be found in the ***Configuration/ Shared Settings for Stations/Groups/Anti-Spam*** chapter.

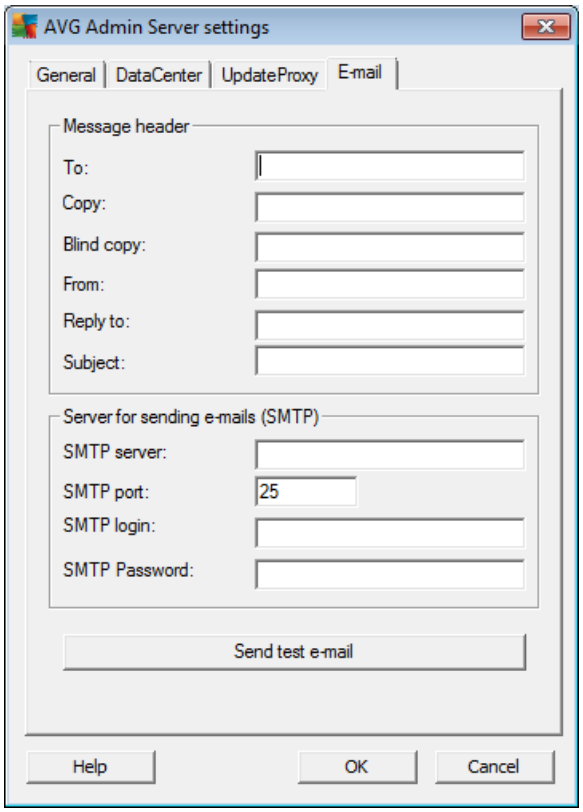
- ***Internet connection***

  If you require a proxy server in your network, you can fill in the details here. Check the ***Use proxy server*** checkbox and enter your proxy server ***Address*** and ***Port*** number.

  If the server requires login for successful connection, check the ***Authentication*** checkbox and fill in the username and password.

### 10.4.4. E-mail tab

This tab offers the following options:




To be able to send ***Graphic reports*** by e-mail or receive notifications, you need to configure this tab first.

***Note:*** *The crucial fields to be filled are located in the* ***Server for sending e-mails (SMTP)*** *section (see below). You will be allowed to select other fields (To/Subject/Body) also during the Report Schedule Definition Wizard, but all values you will enter here will be considered as default.*

The ***Message header*** section contains these fields:

- ***To*** - specify one or more e-mail addresses that the report(s) will be sent to. Separate individual items by a comma. This field can also be filled during Report Schedule definition.
- ***Copy*** - An optional value. Specify one or more e-mail addresses that the report(s) will be sent to. Separate individual items by a comma.
- ***Blind copy*** - An optional value. Specify one or more e-mail addresses that the report(s) will be sent to as a blind copy (no other recipients will see these addresses). Separate individual items by a comma.
- ***From*** - An optional value. Specify the sender's e-mail address and/or sender's name and e-mail address in angle brackets <user@address.com>
- ***Reply to*** - An optional value. Specify a reply e-mail address.
- ***Subject*** - enter some text to recognize the reports.

The ***Server for sending e-mails (SMTP)*** section contains these customizable fields:

- ***SMTP server*** - insert your SMTP server address (can be an IP address or a domain name).
- ***SMTP port*** - specify the SMTP server port number. Default value is 25.

If your SMTP server requires authentication for sending e-mails, enter the login details below:

- ***SMTP Login*** - specify username.
- ***SMTP Password*** - specify password.

To verify the e-mail properties you can optionally use the ***Send test e-mail*** button to send a test message to the predefined e-mail recipient(s) via the entered SMTP server.

Confirm all changes of the server configuration by the ***OK*** button. However, the changes are applied after the server launches again with the new configuration. If the **AVG Admin Server** is running, a dialog will prompt you to restart the server (note that the server will be inaccessible for some time during the restart).

## 10.5. Connection String

Stations are connected to the AVG DataCenter via a so called **connection string**. This string consists of your **AVG Admin Server** address and a port number. For example:

***localhost:4158***

To connect a station to the AVG DataCenter (and manage it via the AVG Admin Console), the

***Remote Administration*** component has to be installed on your station(s). During installation of this component, you will be asked for the connection string to the AVG DataCenter. Once the station is connected to the AVG DataCenter, you will be able to manage the station from the **AVG Admin Console**. The connection string can be changed later on in the AVG User Interface (menu Tools/ Advanced Settings) on the station.

To connect to an AVG DataCenter from the AVG Admin Console, follow these steps:

1. In the **AVG Admin Console** click on the upper menu DataCenter and select the ***Connect to AVG DataCenter*** item.

2. Enter a new server address and port number, alternatively also a username and password, if required.

3. Confirm your choice by clicking the ***OK*** button.

## 10.6. Proxy Server

This chapter describes internet proxy server related issues.

Generally, the proxy server term refers to a server, typically on a private network that allows access to external network resources.

Within the AVG Anti-Virus Business Edition 2011, you have basically two options for proxy server usage:

1. Use your own proxy server to connect to the AVG update servers. In this case, you need to define the proxy server settings for all your stations. To do so, follow these steps:

    - In the **AVG Admin Console** select the ***Shared settings for stations*** item from the upper menu ***Tools***.
    - Navigate to ***Update*** and select the ***Proxy*** item.
    - In the right part of the dialog select ***Use proxy*** and define ***Manual*** or ***Auto*** configuration, depending on your network settings.
    - Click ***OK*** to confirm the changes.
    - Wait until all stations have been synchronized. (Default synchronization period is 60 minutes.)

Alternatively, you can force immediate synchronization of all stations: Right-click on the ***Stations*** node and from the context menu select ***Synchronize settings***.

2. Deploy the ***UpdateProxy*** role of the **AVG Admin Server** to work as a mediator (i.e. a proxy server) between the official AVG update servers and your stations. It downloads all necessary update files requested by AVG stations connected to your DataCenter. By using this, you will preserve bandwidth. You can also optionally deploy more than one UpdateProxy server and split the load among two or more servers (depending on your network size).

To deploy the UpdateProxy role to your AVG Admin Server, simply select from the ***Windows Start menu/All programs/AVG 2011 Remote Administration/AVG Admin Server Deployment Wizard*** item and in the second step of the wizard tick the checkbox ***UpdateProxy role*** and complete the rest of the steps.

Additionally, if you need to set your internet proxy server to allow the AVG Admin Server to download update files from AVG update servers, follow these steps:

- Open ***AVG Admin Server settings*** from the ***Tools*** menu in the AVG Admin Console.
- Navigate to the ***UpdateProxy*** tab and in the ***Internet Connection*** section check the ***Use proxy server*** option. Fill in your proxy server details and press ***OK*** to confirm your choice.

## 10.7. AVG Admin Console

### 10.7.1. Context Menu

If you right-click on the ***Stations*** item in the left tree a new context menu will appear with the following options:

- ***New group*** - allows you to create a new group (more information on groups can be found in the Station groups chapter).
- ***Synchronize settings*** - will ask for immediate synchronization of settings with stations.
- ***Ask to perform program update*** - will ask all stations to start the program update process.
- ***Ask to perform virus database update*** - will ask all stations to start the virus database update process.
- ***Ask to rollback last anti-virus database update*** - will ask all stations to use the previous virus database version and disregard the last one.
- ***Delete temporary update files*** - sends request to all stations to remove temporary update files.
- ***Ask for scan results*** - will ask all stations for scan results.
- ***Generate new report*** - starts the Graphic reports generation dialog.

If you right-click on the ***New Stations*** item in the left tree or any existing group a new context menu will appear with the following options:

- ***New group*** - allows you to create a new group (more information on groups can be found in the Station groups chapter).
- ***Edit group*** - allows you to change the group name and description (does not apply for the ***New stations*** group).

- ***Delete group*** - allows you to delete the selected group (does not apply for the ***New stations*** group).

- ***Access control for group***

  If you are using the Full access control feature (***DataCenter*** upper main menu of the AVG Admin Console, ***DataCenter settings*** menu item) and have at least one user account created, you can use this feature to set access rights to the selected group of stations.

  Double-click on one of accounts' names to trigger a roll-down menu (or right-click on it to trigger the context menu with same contents). From there, you can choose the permission type:

  o ***Full access*** - the chosen user account will have the full access to the group.

  o ***Read only*** - the chosen user account will be only able to view the group.

  o ***No access*** - the chosen user account will have no access to the group at all.

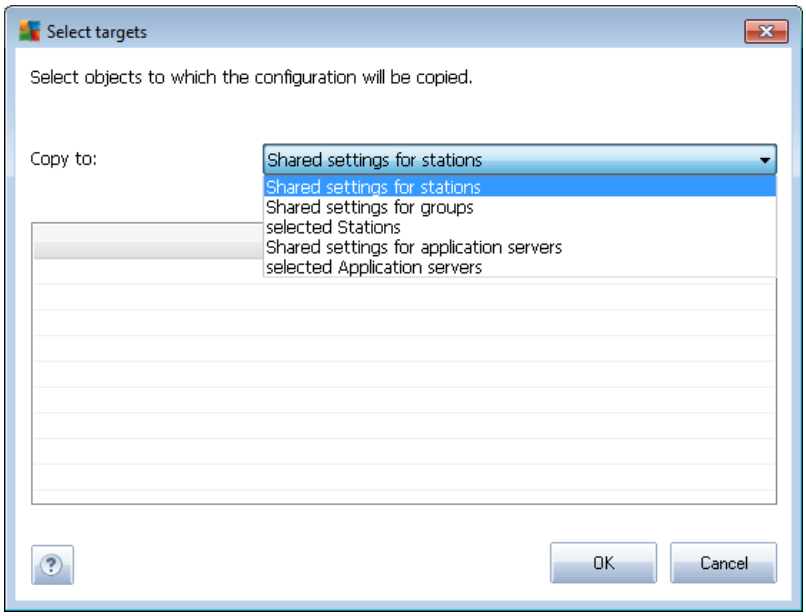
- ***Shared settings for group*** - opens shared settings for group.

- ***Shared firewall settings for group*** - opens shared Firewall settings for group.

- ***Synchronize settings*** - will ask for immediate synchronization of settings with stations.

- ***Copy settings*** - gives you three options to choose from:

  o ***Copy settings to...*** - triggers a new dialog:




Use this dialog to copy group settings between groups, stations and/or application servers. You can select objects you want to copy the configuration to by choosing a

group from the roll down menu, and/or selecting separate group or station by checking the checkbox near its name. When you're done, click **OK** button to confirm your choice.

- ***Import settings...*** - allows you to load settings from the configuration file of your choice and apply them to a selected group of stations. This file (in ***.pck*** format) may or may not include Firewall settings (depending on the station or a group of station previously used for its creation). For more info on creation of configuration files, see the description of ***Export settings...*** item below.

- ***Export settings...*** - allows you to save settings (including Firewall settings, if Firewall is present on at least one of the stations) for the selected group of stations to a single configuration file (in ***.pck*** format). You will be asked to specify where you wish this file to be stored. Settings from the configuration file can be applied to any station or a group of stations (via above-mentioned ***Import settings...*** item). It is also possible to apply them using the AVG Settings Manager tool.

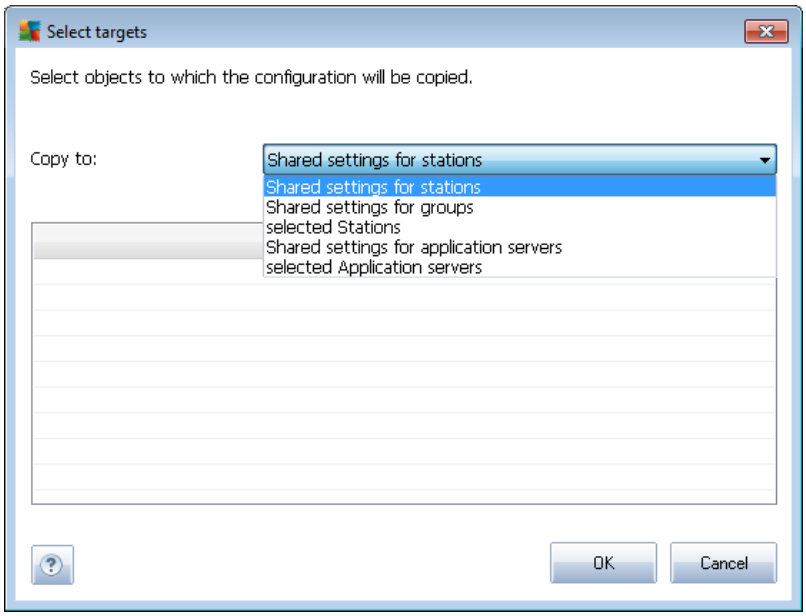
- ***Ask to perform program update*** - will ask all stations to start the program update process.
- ***Ask to perform virus database update*** - will ask all stations to start the virus database update process.
- ***Ask to rollback last anti-virus database update*** - will ask the selected station to use previous virus database version and disregard the last one.
- ***Delete temporary update files*** - sends request to all new stations to remove temporary update files.
- ***Ask for scan results*** - will ask all stations for scan results.
- ***Generate new report*** - starts the Graphic reports generation dialog.

Other right-click context menu controls are available when used in the current view section (right-clicking on a station):

- ***Add to group*** - will add the selected station to a group.
- ***Remove from group*** - will remove the selected station from an user-created group.
- ***Delete station*** - will delete the station from the AVG DataCenter.
- ***Station overview*** - will launch a station overview dialog that contains well arranged detailed information related to such station. The dialog offer the following working buttons:
  - ***Settings*** - opens station settings.
  - ***Firewall Settings*** - displays Firewall settings of the currents station. Available only if there is the Firewall component installed.
  - ***Export*** - allows you to export the information into a .csv file.

- ***Close*** - closes the dialog.

- ***Settings*** - will open the Station settings dialog.
- ***Firewall settings*** - will open the Firewall settings for station dialog.
- ***Synchronize settings*** - will ask for immediate synchronization of stations' settings with the AVG DataCenter.
- ***Copy settings*** - gives you three options to choose from:
  - ***Copy settings to...*** - triggers a new dialog:




Use this dialog to copy station settings between groups, stations and/or application servers. You can select objects you want to copy the configuration to by choosing a group from the roll down menu, and/or selecting separate group or station by checking the checkbox near its name. When you're done, click **OK** button to confirm your choice.

  - ***Import settings...*** - allows you to load settings from the configuration file of your choice and apply them to a selected group of stations. This file (in ***.pck*** format) may or may not include Firewall settings (depending on the station or a group of station previously used for its creation). For more info on creation of configuration files, see the description of ***Export settings...*** item below.

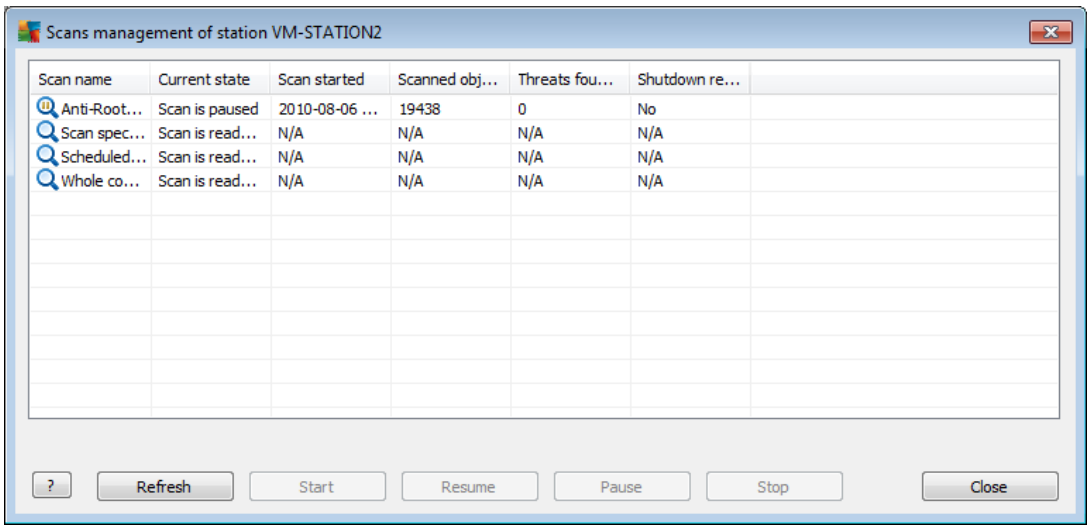
  - ***Export settings...*** - allows you to save settings (including Firewall settings, if Firewall is present on at least one of the stations) for the selected group of stations to a single configuration file (in ***.pck*** format). You will be asked to specify where you wish this file to be stored. Settings from the configuration file can be applied to any station or a group of stations (via above-mentioned ***Import settings...*** item). It is also possible to apply them using the AVG Settings Manager tool.

- ***Show E-mail Scanner and Anti-Spam components statistics*** - opens statistics for E-mail Scanner and Anti-Spam components.
- ***Reset E-mail Scanner and Anti-Spam components statistics*** - resets statistics for E-mail Scanner and Anti-Spam components.
- ***Generate new report*** - starts the Graphic reports generation dialog.

***All tasks*** item contains these sub items:

- ***Ask to perform program update*** - will ask the selected station to start the program update process.
- ***Ask to perform virus database update*** - will ask the selected station to start the virus database update process.
- ***Ask to rollback last anti-virus database update*** - will ask the selected station to use previous virus database version and disregard the last one.
- ***Delete temporary update files*** - sends request to selected station(s) to remove temporary update files.
- ***Ask for scan results*** - will ask the selected station for scan results.
- ***Show the infected test results*** - will show only test results with infections of the selected station.
- ***Manage scans***

  In order to view and manage scans using this function, the station in question must be running and connected to the Datacenter. You have the following control options:

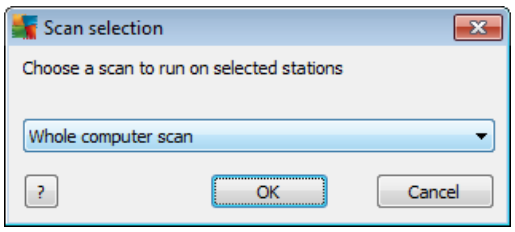



- ***Refresh*** - obtains the most recent information about scans from the station.

- ***Start*** - starts the selected scans on the remote station.
- ***Resume*** - resumes the selected scans on the remote station.
- ***Pause*** - pauses the selected scans on the remote station.
- ***Stop*** - stops the selected scans on the remote station.

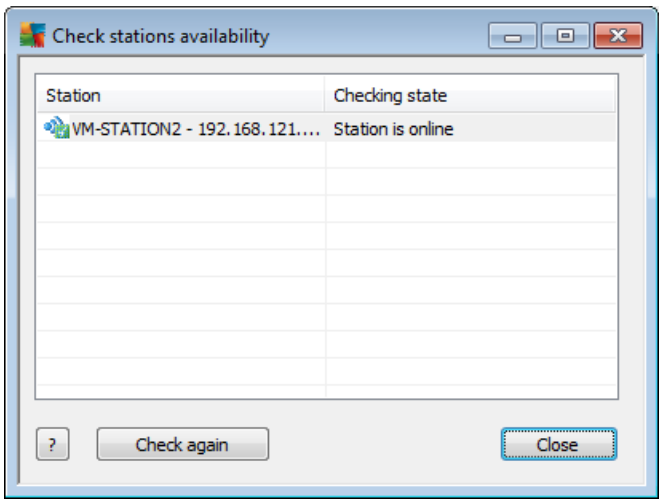
To close the window, use the ***Close*** button.

- ***Launch Scan on the selected stations***




A new dialog will appear. Choose from the roll-down menu, whether you want to Scan whole computer, launch a Scheduled scan, or Anti-Rootkit scan. then press OK to send your request to the selected station.

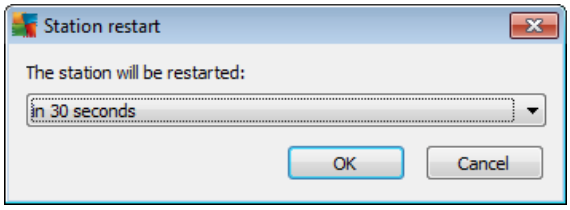
- ***Refresh components state*** - will refresh the state of all components.
- ***Check stations availability***




This dialog allows you to find out, which stations are available (online) and which are not (offline). You will see each station's state in the column to the right of its name. To check availability again, press the ***Check again*** button, or double-click the station's name.

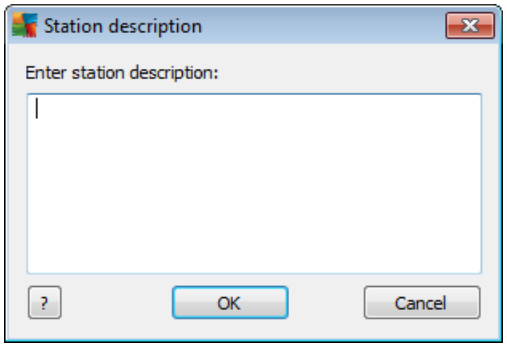
- ***Station restart***

AVG Anti-Virus Business Edition 2011 © 2011 Copyright AVG Technologies CZ, s.r.o. All rights reserved.




This dialog lets you restart the selected station. Choose the preferred delay from the roll-down menu.

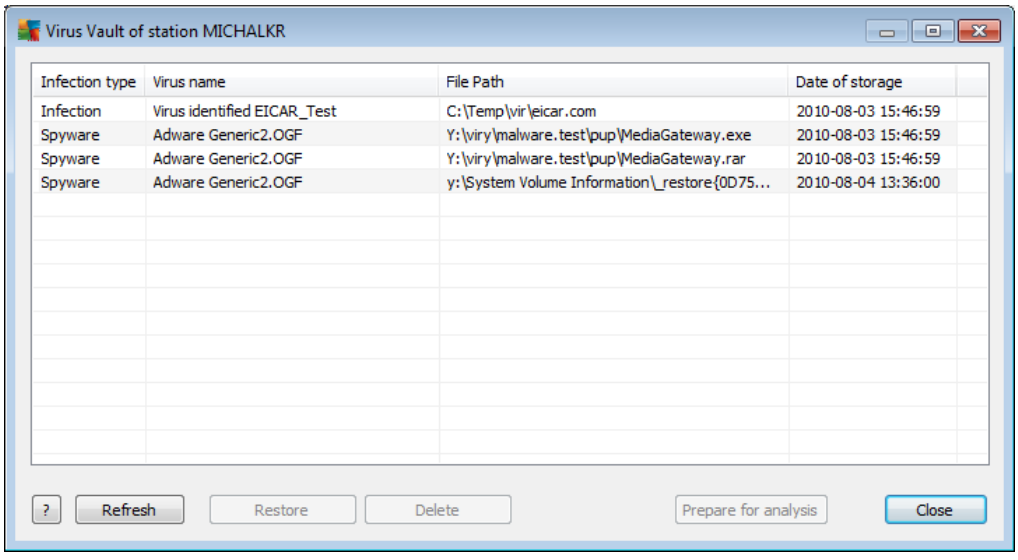
- ***Station description***




Simply enter brief description of the selected station into this dialog's text box and press OK.

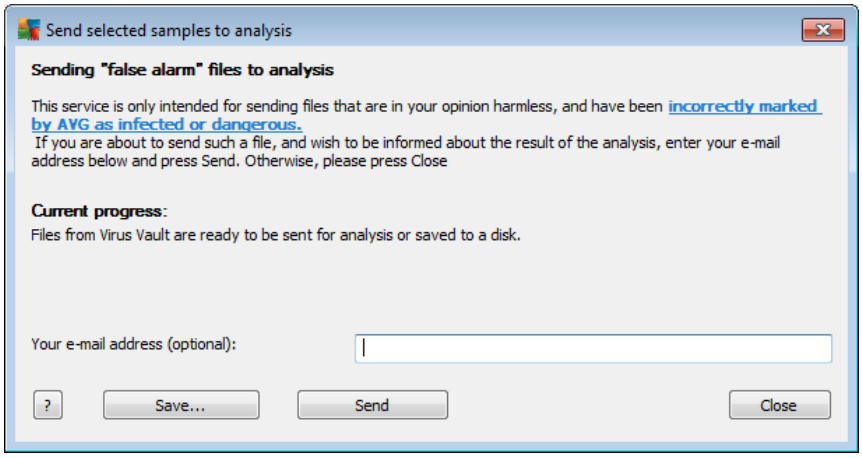
- ***Ask station for its description*** - will ask the selected station for its description. If available, the description will be displayed in the ***Description*** column.

- ***Show Virus vault*** - will show the Virus vault content of the selected station.




Use the ***Refresh*** button to obtain the most current Virus Vault findings. To work with individual threats, use one of the following buttons:

- **Restore** - select a threat or threats you wish to restore on the station and click this button.
- **Delete** - use this button to delete the selected threat(s).
- ***Prepare for analysis***




If you suspect or know that a file or files were incorrectly marked by AVG as infected or dangerous on one of your stations, you can use this function to send such file(s) for virus analysis to AVG VirusLab.

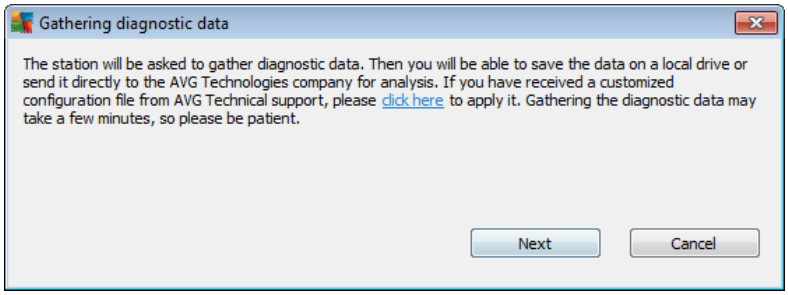
If you wish to receive results of the analysis, please provide a working e-mail address in the available field.

To confirm and send the sample(s) click the ***Send*** button.

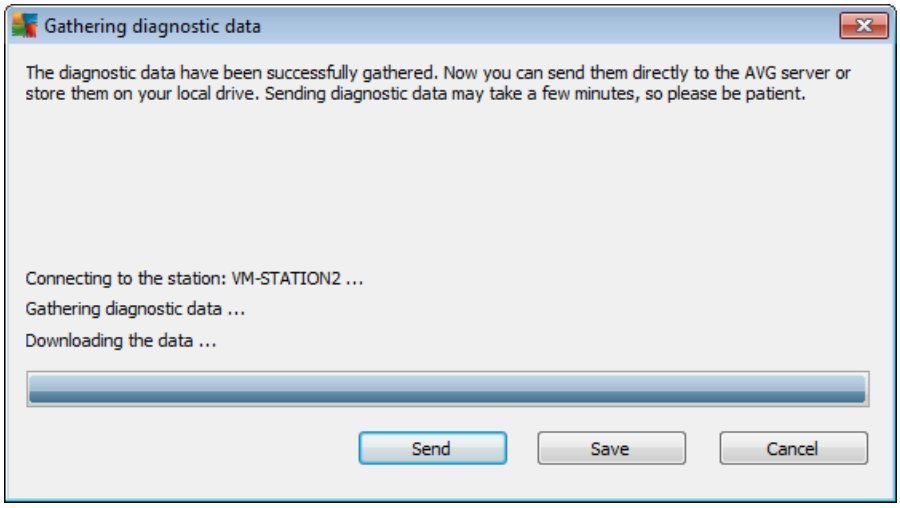
You can also save the chosen sample to a folder in an encrypted form with the ***Save*** button for later processing (e.g. manual sending via e-mail etc.).

***Note:*** *This function is available only for AVG 2011 stations.*

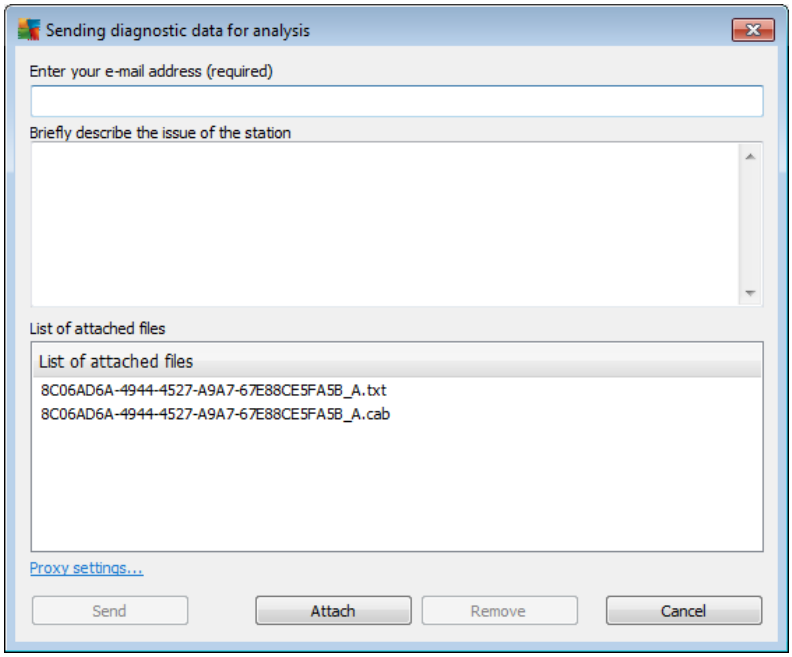
- ***Show Firewall log*** - will show the Firewall communication log from the selected station.
- ***Show events of the selected station*** - will show events related to the chosen station.
- ***Gather diagnostic data*** - asks the selected station for diagnostic data which you can either send directly to the AVG Technical support or save locally for further processing:




Click the ***Next*** button to start downloading the diagnostic data. It may take a while to download all the necessary data, so please be patient. Once finished, you will experience the following dialog:




Use Save button to store the data on your hard drive for later use (i.e. sending by e-mail). Click ***Send*** for sending the contents directly:




Fill in your e-mail address and briefly describe your problem with the station to the next field. If you need to enclose some additional files (e.g. a screenshot or some logs previously requested by AVG Technical support), use the ***Attach*** button to choose them now. To remove an unwanted attachment, select it and use the ***Remove*** button.

If you use proxy server in your network, fill in also your proxy server details by opening the ***Proxy settings*** dialog.

To complete the process click the ***Send*** button.

- ***Show Event history log*** - will show Event history log of the chosen station.

## 10.7.2. Station Groups

The administrator can define station groups as the need arises. All objects included in the group then take the configuration set up for this group.

This way the administrator can define the group configuration, and change the configuration previously set for a specific station by simply assigning the station into a group. Station assignments into groups make administration much easier, and should be used if the number of stations exceeds the number of records for one screen (i.e. approximately 20-25 objects).

The procedure of creation and administration of station groups is the same in both cases. The following text describes the respective procedure for stations:

- ***Create a new group***

  To create a new group, follow these steps:

  - In the navigation tree right-click on the ***Stations*** group.

- From the context menu select the ***New group*** item, and specify its name
- Press the Enter button to confirm the creation of the group

Immediately after creating the group, a new shared settings object is created in the AVG DataCenter that can be further edited. All members of the new group then automatically share this object's configuration.

- ***Delete a Group***

  The Delete group procedure is analogical to the group creating:

  - Click the right mouse button over the name of the group that you want to delete
  - From the newly-opened context menu select the ***Delete group*** item

  Using the same context menu you can also rename groups (through the ***Edit group*** item).

- ***Moving stations between groups***

  You can quickly move one or multiple stations between individual groups. To do so, select one or more stations, click left mouse button and while holding it, drag the cursor to the target group and release to complete.

  Stations can be assigned into a station group also using the context menu ***Add to group*** item. You can highlight and assign more stations at once.

The ***New stations*** group is a specific system group that cannot be deleted. Stations newly connected to the AVG DataCenter are automatically assigned to this group, unless you choose to assign them to a different group during remote installation. All stations are visible in the top ***Stations*** group.

## 10.8. Sidebar/Desktop Gadgets

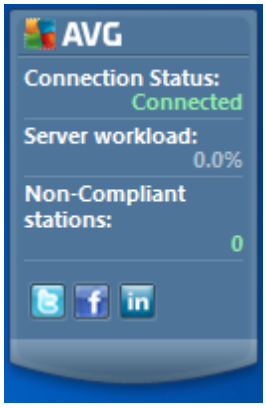
You can optionally choose to include a sidebar/desktop gadget with information related to AVG Remote Administration.

***Note:*** *The Windows Desktop Gadgets (also called Windows Sidebar in Windows Vista) are available for Windows Vista and Windows 7 operating systems and basically it displays a sidebar anchored to the side of the desktop. These gadgets can perform various tasks, such as displaying a statistical information, showing login screens etc.*

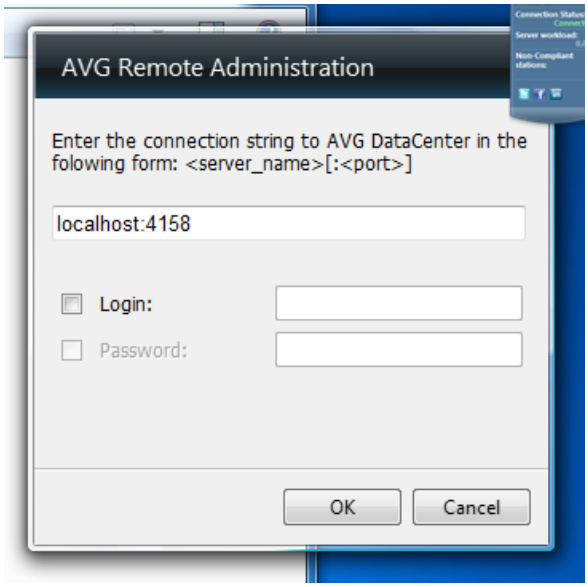
In order to include the Windows sidebar/desktop gadget for AVG Remote Administration in your Windows, you need to have it installed first - i.e. to check the checkbox (default option) in the setup dialog (see ***Installation Type*** chapter for more information).

To enable it, simply navigate to the ***Gadgets*** section of your Windows (usually right-click on the desktop and from the context menu select ***Gadgets*** item). From the screen select AVG Remote Administration gadget (AVG logo) and drag it to your desktop where convenient.

A floating window similar to this one should appear on your desktop:




Clicking the ***Non-Compliant stations*** link will open a browser window with the list of stations in that state. The right-click context menu offer the ***Options*** item, which will open a login screen for AVG DataCenter:




Use the form to quickly connect to a different Datacenter and display adequate results within the gadget.

# 11. How to...

This chapter describes how to do selected tasks in AVG Anti-Virus Business Edition 2011. Currently covered topics:

- How to connect stations to AVG DataCenter
- How to migrate stations from/to different Datacenter
- How to synchronize stations
- How to solve update related issues
- How to install AVG remotely on Windows XP Home
- How to change user interface language
- How to Control station users actions
- Requests handling and status messages
- How to manage access rights
- How to maintain the DataCenter database
- List of AVG Setup Parameters

***Note:*** *If you experience any problems with the remote administration/installation/connection even after reviewing the chapters below, please try to find the correct answer in the FAQ (Frequently Asked Questions) located at* `http://www.avg.com/ww-en`.

## 11.1. How to Connect Stations to AVG Datacenter

You have basically two options for connecting stations to your AVG DataCenter:

- ***AVG Network Installer Wizard***
- ***Manual connection***

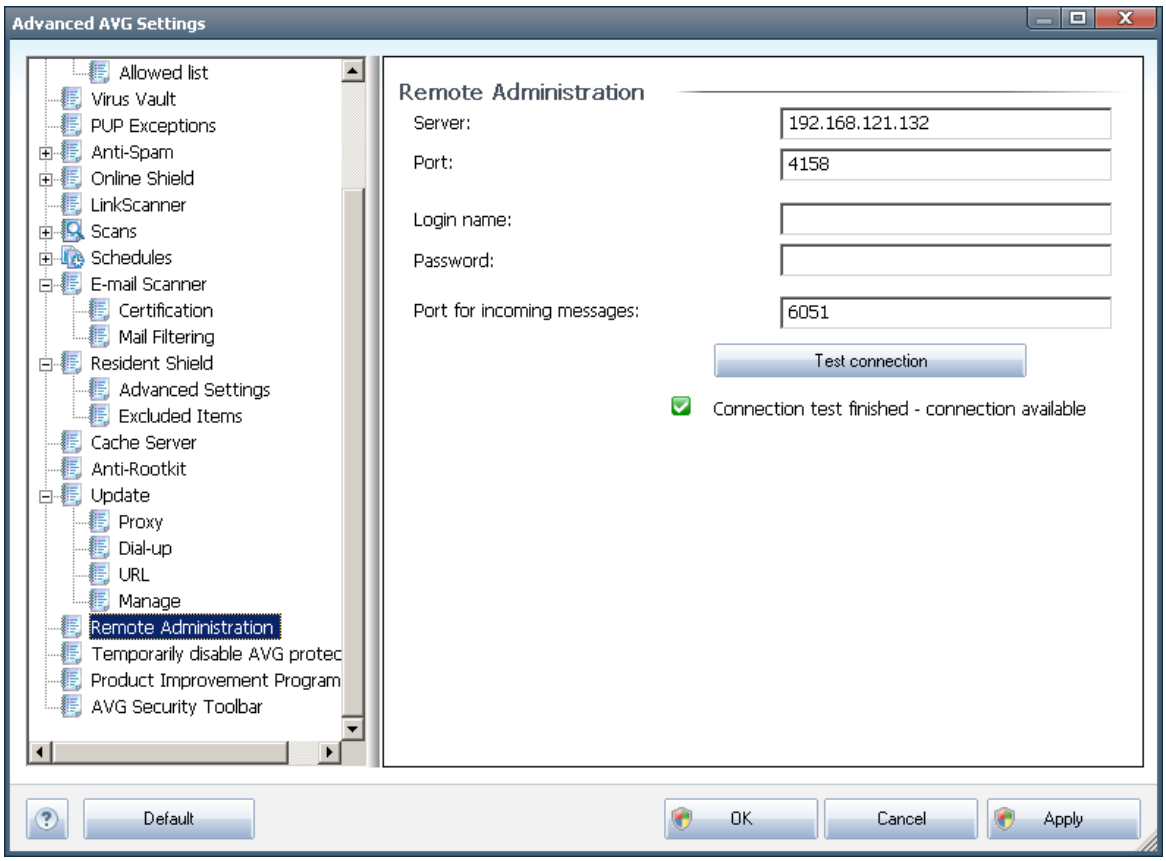
### 11.1.1. Connecting Stations Manually

Directly, you can install AVG manually on every single station/server in the network, and then connect them (manually) to the AVG Anti-Virus Business Edition 2011. This option can be used for all Windows platforms.

To be able to successfully manage your AVG stations remotely, you must include the ***Remote Administration*** component during the **AVG** installation process. Once this component is correctly installed, you must manually specify the correct AVG DataCenter Connection String.

For more information about the Connection String see chapter ***Connection String***.

For a detailed description of **AVG** installation please refer to the AVG 2011 Internet Security (or your appropriate edition) User Manual; available for download in the ***downloads*** section of AVG website ( http://www.avg.com/ww-en).




***Note:*** *You can also insert the AVG DataCenter connection string directly during AVG installation on the station.*

To insert the string on the station, open the AVG User Interface and navigate to the Advanced settings (via upper menu ***Tools/Advanced Settings***). Select ***Remote Administration*** group.

In the right part of the dialog fill in the following entries:

- ***Server*** - enter your AVG DataCenter server name or IP address.
- ***Port*** - enter your AVG DataCenter server port (default is 4158).

If your AVG DataCenter requires username and password for connection, also fill in these details:

- ***Login name*** - enter username.
- ***Password*** - enter password.

We recommend keeping ***Port for incoming messages*** with the default value.

Enter all required information and then use the ***Test connection*** button to verify the connection. If it fails, consult the ***Network requirements*** chapter for a possible solution.

As an alternative, you may consider using AVG Settings Manager for applying settings on individual stations manually.

## 11.2. How to Migrate Stations from/to Different DataCenter

This chapter describes migration of stations from a different AVG DataCenter. The following two topics are covered:

- Importing Stations and Settings from AVG DataCenter 9.0
- Migrating Stations to another AVG DataCenter

### 11.2.1. Importing Stations and Settings from AVG DataCenter 9.0

Although the new version of AVG Anti-Virus Business Edition 2011 is backward compatible with the previous version, you can also import AVG DataCenter 9.0 stations via the AVG Admin Deployment Wizard during creation of a new database.

***Importing procedure:***

1. Prepare an export of your AVG DataCenter 9.0.

   To do so, open AVG Admin Console 9.0 and from the menu ***DataCenter*** select ***Database Export***. Choose a desired folder and press ***OK***.

   ***Note:*** *The target folder should be empty, since multiple files will be exported.*

2. Open the ***AVG Admin Deployment Wizard 2011***. Choose to create a new empty DataCenter Database and during the ***Data import*** step, select the folder into which you exported your former 9.0 data.

3. Finish the deployment process as usual.

### 11.2.2. Migrating Stations to another AVG DataCenter

In order to move your stations to a different **AVG Datacenter** you need to firstly deploy the **AVG Admin Server** to a different computer (if you have not done so already).

Once you have your new AVG Datacenter ready, you need to provide a new connection string for all stations you wish to connect to it.

To reflect the new settings of your stations, follow these steps:

1. In the **AVG Admin Console** select ***Tools*** from the upper main menu and choose the ***Shared settings for stations*** item.

2. Select the ***Remote Administration***.

3. Fill in the new server address and port number. Close the dialog by clicking the ***OK*** button.

4. Wait until all stations get synchronized. (Default synchronization period is 60 minutes.)

Alternatively, you can force immediate synchronization of all stations: In the navigation tree right-click on the ***Stations*** node and select ***Synchronize settings*** from the context menu.

To verify successful migration of the stations, connect to your **new** AVG DataCenter:

1. In the **AVG Admin Console** click on the upper menu ***DataCenter*** and select the ***Connect To AVG DataCenter*** item.

2. Enter the new server address and port number, alternatively also a username and password, if required.

3. Confirm your choice by clicking the ***OK*** button.

You can also export the whole existing content of your AVG DataCenter and then import it to the newly created one. To do so, follow these steps:

***Note:*** *This procedure applies to version 2011!*

1. To export the existing AVG DataCenter content navigate to the ***DataCenter/Database export*** upper menu item.

2. You will be asked to choose a destination folder. Once you confirm your choice, the export will begin.

3. To import the data back to a new AVG DataCenter, start ***AVG Admin Server Deployment Wizard*** on the server, where you wish to import the data back. Go through the wizard and in the *Database update/creation* step select ***Create new empty DataCenter database***.

4. Continue to the *Data import* step, check the ***Import data into the database from folder*** checkbox and fill-in the path to the recently exported/saved backup folder.

5. Confirm your choice and finish the wizard. Upon its completion, the original data will be available in the new AVG DataCenter.

## 11.3. How to Synchronize Stations

The synchronization process is described in the ***AVG Admin Console/Synchronization process*** chapter.

## 11.4. How to solve Update related issues

If your stations are not up-to-date, you may need to verify, that they are correctly connected to your DataCenter and if updates can be triggered remotely. We recommend following these steps:

First try to update the stations manually to see, if the stations are responding correctly. To do so, in the **AVG Admin Console** right-click on the ***Stations*** node or a particular station in stations view and from the context menu select ***All tasks/Ask to perform virus database update*** item. Watch the

status window in the AVG Admin Console and check for error messages.

To be completely sure, that the update was successful, synchronize the settings (right-click on the ***Stations*** node or a particular station in a stations view and from the context menu select ***All tasks/ Refresh component states***) and then open the ***Versions*** tab in the ***stations*** view. Here you can see, if all databases have been updated.

If the update went correctly, but after some time the stations become out-of-date again, check the following settings:

1. From the upper menu ***Tools*** select the ***Shared settings for stations*** item.

2. Navigate to the ***Schedules*** and select ***Virus database update schedule***.

3. In the right part of the dialog verify, that the ***Enable this task*** checkbox is ticked and also, that the schedule is predefined the way you require it. Click ***OK*** to close the dialog and confirm the changes.

   ***Note:*** *You should repeat this action also for* ***Program update schedule***.

4. Right-click on the ***Stations*** node or a particular station in a stations view and from the context menu select ***Synchronize settings***.

If you received an error during the previous steps, or your stations still show non-compliant conditions as far as the updates are concerned, try to continue with these steps:

1. From the upper menu ***Tools*** select the ***Shared settings for stations*** item.

2. Navigate to the ***Update*** and select ***URL***.

3. In the right part of the dialog verify, that the correct update addresses are entered. I.e. if you're using the UpdateProxy role of the AVG Admin Server, your AVG Admin Server address should be visible. Otherwise, you should see the default AVG update servers (see below).

4. Correct the addresses, if needed, and click ***OK*** to confirm the changes.

5. Wait until all stations get synchronized. (Default synchronization period is 60 minutes.)

Alternatively, you can force immediate synchronization of all stations: Right-click on the ***Stations*** node and from the context menu select ***Synchronize settings***.

If you are not getting updates to your AVG Admin Server UpdateProxy at all and your Internet connection is working correctly, try to check the AVG Admin Server status page first. To do so open your AVG Admin Server IP address or domain name with the correct port number (default is 4158) in your web browser. For example:

http://localhost:4158/

In the **UpdateProxy server role** section you will find the UpdateProxy status as well as download/ upload statistics.

If this seems to be incorrect or you still think that there is an error, try to deploy the UpdateProxy role of the AVG Admin Server again. To do so, run the AVG Admin Server Deployment Wizard again - follow the steps described in the AVG Admin Deployment Wizard chapter.

In the **Configuration of update servers** step, check that the update server is set correctly. Default update servers are as follows:

Primary update server address:

**http://update.avg.com/softw/90/update**

Backup update server address:

**http://backup.avg.cz/softw/90/update**

Finish the Wizard by confirming all steps.

## 11.5. How to install AVG remotely on Windows XP Home

Remote installation on stations with Windows XP Home operating system requires manual installation and start of the AVG Agent service (if it is not already running on the station).

The AVG Agent application is available in every AVG Anti-Virus Business Edition 2011 installation. Assuming your installation drive is C:, the path to the application would be:

C:\Program Files\AVG\AVG10 Admin\Console

For the AVG Agent to function properly, you need to copy the following files to your station first:

avgagent.exe

avgagent_cz.lng

avgagent_fr.lng

avgagent_ge.lng

avgagent_it.lng

avgagent_pb.lng

avgagent_us.lng

Once done, navigate to the folder where you saved the AVG Agent on your station and run the following command:

***avgagent.exe -install -start***

Once the AVG Agent is installed, you will be able to proceed with remote installation of AVG.

More information on remote installation can be found in the AVG Network Installer Wizard Basic

Mode chapter.

## 11.6. How to Change User Interface Language

During installation of AVG you have the option to choose the user interface language you prefer. If, for some reason you need to use the application also in a different language, you can change it by following this procedure:

When starting AVG components, it is possible to use this command line parameter to change the language of the user interface:

| Parameter | Meaning |
|---|---|
| /LNG=*xxxx* | If the required language version is available, it will be used. Otherwise the application will choose the language according to the operating system language.<br><br>The possible values are:<br><br>**CSY** – Czech user interface<br><br>**ENU** – English user interface<br><br>**DEU** - German user interface<br><br>**FRA** - French user interface<br><br>**PTB** - Brazilian Portuguese user interface<br><br>**ITA** - Italian user interface<br><br>**ESP** - Spanish user interface<br><br>**JPN** - Japanese user interface<br><br>**KOR** - Korean user interface<br><br>**PTG** - Portuguese user interface<br><br>**RUS** - Russian user interface<br><br>**TRK** - Turkish user interface<br><br>**CHT** - Traditional Chinese user interface<br><br>**CHS** - Simplified Chinese user interface |

***Example usage:***

From the Windows Start menu choose Run and enter your requested component with path and appropriate parameter. For example:

***Note:*** *We assume that you have installed AVG to the following destination:*

*C:\Program Files\AVG\AVG10 Admin*

*If not, change the paths below accordingly.*

To start **AVG Admin Console** in German language:

"C:\Program Files\AVG\AVG10 Admin\Console\AVGAdminConsole.exe" /lng=deu

To start **AVG Network Installation Wizard** in German language:

"C:\Program Files\AVG\AVG10 Admin\Console\AVGNetworkInstaller.exe" /lng=deu

To start **AVG Admin Deployment Wizard** in German language:

"C:\Program Files\AVG\AVG10 Admin\Console\AVGAdminServerWizard.exe" /lng=deu

To start **AVG Admin Server Monitor** in German language:

"C:\Program Files\AVG\AVG10 Admin\Console\AVGAdminServerMonitor.exe" /lng=deu

## 11.7. How to Control station users actions

This chapter shortly describes examples how an administrator can remotely control actions of AVG users on stations.

By default, all actions within AVG user interface are allowed to be changed/interrupted by user on the local station.

There are three main ways how to manage users' access:

- ***Allowed actions***

  It is possible to disallow access to different actions on a local station by managing allowed actions - for more information see chapter ***Configuration/Shared Settings for Stations/ Groups/Allowed Actions***.

- ***Mandatory settings***

  The mandatory/monitored settings can be used for disabling/enabling various actions within the station settings. By marking an item as mandatory, the user on the local station will not be able to customize it.

  For more information see chapter ***Configuration/Shared Settings for Stations/Groups/ General control and priority levels***.

- ***Scheduled scan cancellation***

  You can decide, whether you want to allow the local user to stop a running scheduled scan or not. This can be done via Shared settings for stations/groups or in the individual station settings. To do so, navigate to ***Schedules/Scheduled scan*** item and in the right part of the dialog tick the ***User can stop a running task*** checkbox.

## 11.8. Requests handling and status messages

This chapter describes requests, their handling and processing within AVG DataCenter.

- ***Requests sent to a single station***

  If a request is invoked from AVG Admin Console (e.g. request for settings synchronization, update performing, etc.) a message appears in the Status Window and at the same time, the request is stored within the AVG DataCenter.

  Then the station is notified about the request and if it is online, it will start processing it immediately. Information about the result is delivered back to the AVG DataCenter and instantly displayed in the Status window. Error messages appear in red color.

  In special cases two situations may happen:

  - The station is online but for some reason cannot accept the request (e.g. notification port is not working correctly for some reason), the server will try to periodically delivery the request (default interval is five minutes).

    ***Note:*** *This interval can be changed in Shared settings for stations/groups, Remote Administration item, advanced settings section,* ***Retrieve messages from server every*** *drop down menu.*

  - The station is offline and will receive the request immediately after it gets online.

  In case of special request that requires more time, the status window will display a message saying, that the station has started processing the request and as soon as it finishes also the result.

- ***Requests sent to groups/all stations***

  Some requests can be sent to a group or all stations (by right-clicking on a group name or on stations item and choosing and action from the context menu).

  Such request is stored in the AVG DataCenter and then distributed by AVG Admin Server to individual stations of the chosen group. Also the result is later displayed individually for each station.

- ***Duplicated requests***

  If a same request is sent multiple times to a station, it is not stored in AVG DataCenter and the station will only process the first one.

This applies also to offline stations. In other words there is no need to send more than one request, since the duplicated requests are disregarded.

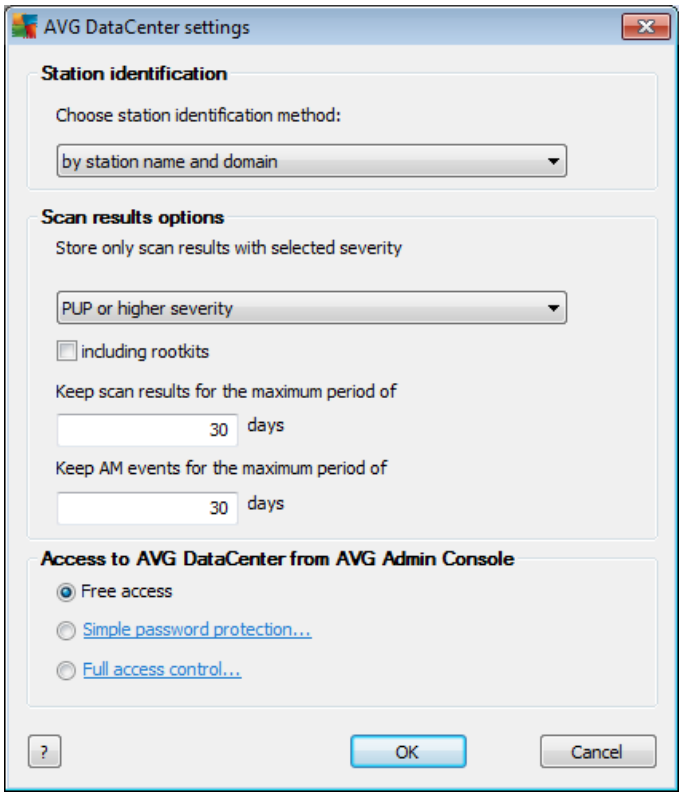
- ***Requests expiration***

  Requests, which are not processed in 30 days are deleted from the AVG DataCenter.

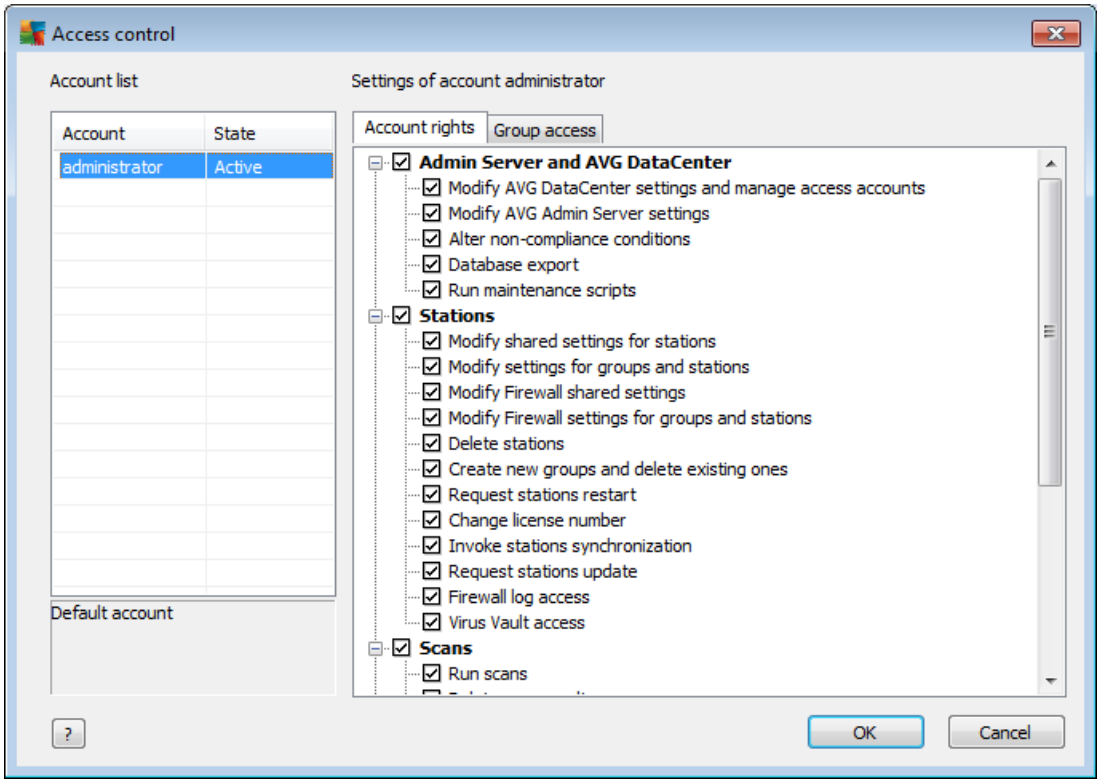
## 11.9. How to manage access rights

If you require more people to access AVG Admin Console and administer stations/settings on a different level, you can create various user accounts with miscellaneous access rights.

To manage access to the AVG DataCenter via AVG Admin Console, navigate to the DataCenter upper menu and select ***AVG DataCenter settings*** item.




At the bottom of the dialog choose ***Full access control*** option. A new dialog will appear:



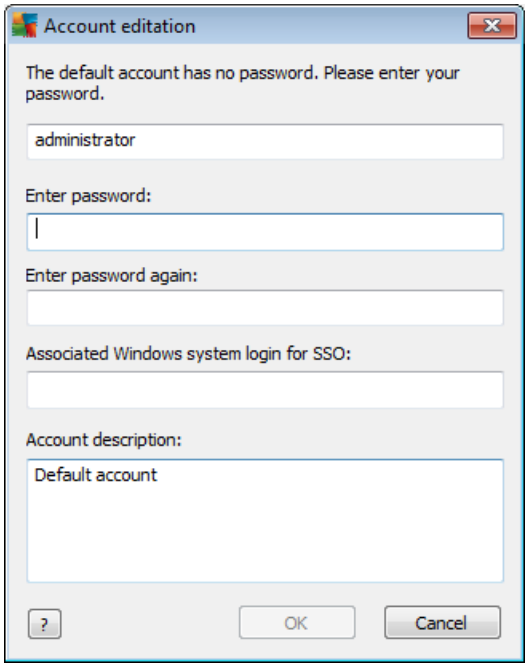

The ***Account list*** section contains list of currently available usernames and their states. By default, there is only one account available - administrator with a blank password. If you intend keeping this account for further use, we strongly recommend to choose a proper password first (see below how to do this). The right-mouse button context menu has the following options:

- ***Active***

  If you right-click on an existing account name, you will be able to activate or deactivate it by this function. Please note, that you need to have at least one account active!

- ***New Account***

  Select this option to create a new user account:




Enter the account name and password (twice for verification).

The ***Associated Windows system login for SSO*** field can be used for entering an existing Windows system login name. If you then logon to Windows under this username, you will also be able to login to the AVG DataCenter without entering any password. Note, that the account name or password does not have to be the same, as the Windows system login name.

Optionally, you can add some account description.

- ***Edit Account***

  This option will allow you to edit an existing account.

- ***Clone Account***

  Right-click on an existing account and choose this option to clone its settings into a new one. You will be required to enter new account name, password etc.

- ***Delete Account***

  This option will allow you to delete an existing account.

To each account corresponds number of account rights and group access options. By default, all actions are preset as allowed. To change the settings, simply click on the account name you wish to change and modify the items in the right part of the dialog, either on the ***Account rights*** tab, or the ***Group access*** tab.

- ***Account rights tab***

This tab contains list of actions available for the chosen account name. To forbid an action, uncheck the checkbox next to its name. If you uncheck the checkbox next to the name of category (like Stations, Scans etc.), you will forbid all actions from this category.

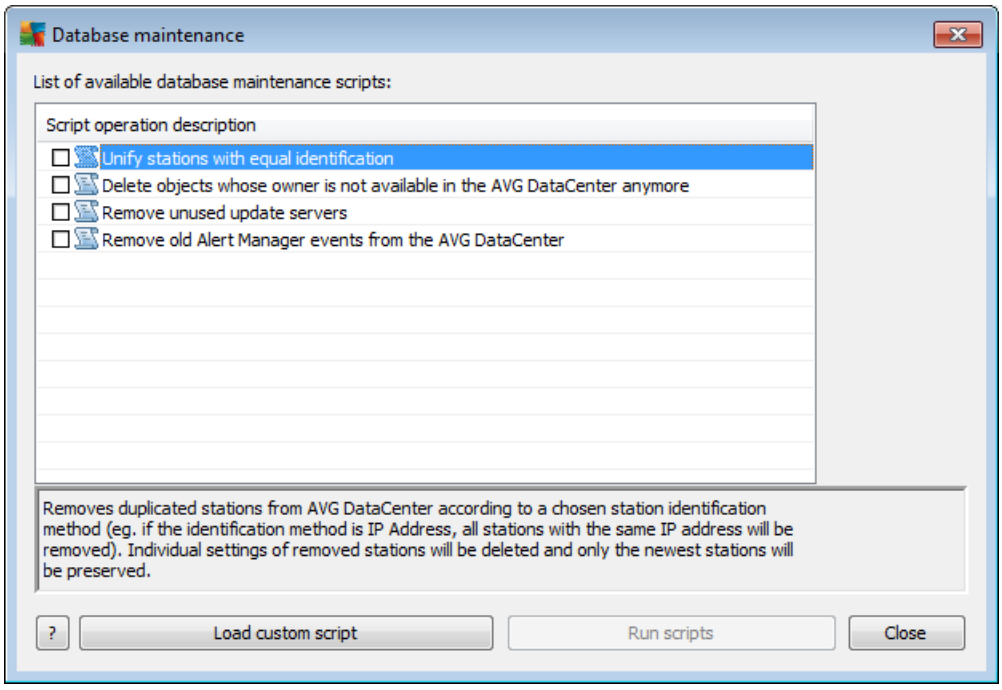
- ***Group access tab***

  The Group access tab allows you to set access rights to user defined groups of stations. Double-click on one of these groups to trigger a drop down menu (or right-click on it to trigger the context menu with same contents). Now choose the permission type.

  You can give the user of the account the ***Full access*** to the group, allow him/her just to view the group by selecting ***Read only***, or completely forbid him/her to access the group by choosing ***No access*** option.

## 11.10. How to maintain the DataCenter database

AVG DataCenter database maintenance is easy due to predefined scripts, that can be easily accessed from the ***Tools/Database Maintenance*** upper menu.




The predefined scripts are as follows:

- ***Unify stations with equal identification***

  Choosing this script will remove duplicated stations from the AVG DataCenter according to chosen station identification method (e.g. if the identification method is IP address, all stations with the same IP address will be removed). Individual settings of removed stations will be deleted and only the newest stations will be preserved.

- ***Delete objects whose owner is not available in the AVG DataCenter anymore***

Choosing this script will remove all settings, tests, rules and the scheduled tasks belonging to stations that no longer exist in the AVG DataCenter anymore from the AVG DataCenter.

- ***Remove unused update servers***

  Choosing this script removes all update servers that have not communicated for more than 7 days from the AVG DataCenter.

- ***Remove old Alert Manager events from the AVG DataCenter***

  Choosing this script removes all Alert Manager events older than 7 days from the AVG DataCenter.

Check the scripts you are willing to apply and click ***Run scripts*** button to use them. Please note, that the database maintenance process may take a while.

You can also use the ***Load custom script*** button to choose a custom SQL Script file manually. This option is recommended only to advanced users.

## 11.11. List of AVG Setup Parameters

The following tables contain list of AVG setup parameters that can be used by advanced users to customize the AVG installation (i.e. by editing the produced installation scripts or by creating new ones). Most of these parameters are used by AVG Network Installer automatically to install AVG in silent mode with desired components, settings, etc.

***Syntax:***

*Setup /Parameter_Name=<parameter value>*

or

*Setup /Parameter_Name*

***Usage examples:***

*setup.exe /UILevel=silent*

*avg_ipw_x86_all_2011_1109a3125.exe /SelectedLanguage=1033*

You can also create (amend) mfaconf.txt file with a list of parameters and values of your wish:

*AppMode=Setup*

*UILevel=silent*

*SelectedLanguage=1033*

***Note:*** *MFA abbreviation stands for MSI Front-end application, provides GUI for MSI installation and supervises it. It accepts parameters mentioned below, either on command line or in MFA configuration file (if not stated otherwise).*

There are several types of parameters, the individual usage is marked in brackets with either one of these options:

- ***Boolean*** - requires a numerical value limited to 0 or 1 (true/false). *Example: /InstallToolbar=1* will install the feature.
- ***Integer*** - requires a numerical value. *Example: /Maintenance=2*
- ***String*** - requires a string value, either specified in the Allowed values or described within the Description.

  Example: /TemporaryPath="C:\Temporary Folder\MFATemp"
- ***No value*** - some parameters can be used without any specific value. *Example: /EnableWinFW*

| Parameter Name | Description | Allowed values |
|---|---|---|
| TemporaryPath=<string> | Specifies the full path to the installation temporary folder. | |
| LoggerPath=<string> | Specifies the full path to the installation log folder. | |
| UILevel=<string> | Defines which level of user interface should be displayed. | ***Minimal*** - displays only progress.<br><br>***Silent*** - no dialog will be visible.<br><br>***Normal*** - regular dialogs. |
| ConfigFilePath=<string> | Defines a full path to an alternative MFA config file (usable only from the command line). | |
| InstallFeatures=<string> | List of features to be installed. | List of feature IDs separated by comma or semicolon. The possible IDs can be found in the table below. |
| RemoveFeatures=<string> | List of features to be uninstalled or not installed. | List of feature IDs separated by pipe (\|), comma or semicolon. The IDs can be found in the table below. |
| RestartDelay=<integer> | Delay before the computer restart is processed. A system dialog with countdown is displayed before the restart occurs (even if silent UILevel is used). | Value (time) in seconds. |
| AppMode=<string> | Defines functionality that should be performed. | SETUP - Launches application setup. |

| | | |
|---|---|---|
| | | UPDATE - Launches application update. |
| TargetInstallationPath=<string> | Defines the installation path. Default value is C:\Program Files\AVG\AVG10 | |
| LicenseKey=<string> | Defines a license key used for installation. | |
| InstallToolbar=<boolean> | Defines if the toolbar will be installed or not. | 1 - will be installed<br><br>0 - will not be installed |
| ChangeBrowserSearchProvider=<boolean> | Defines if the default search engine provider should be changed. (Only valid with parameter ***InstallToolbar=1***) | 1 - provider will be changed<br><br>0 - provider will not be changed |
| SelectedLanguage=<integer> | A numerical value of the language used for installation (IDs are listed in the table at the end of this chapter). | |
| InstallSidebar=<boolean> | Defines if the sidebar gadget should be installed or not. | 1 - will be installed<br><br>0 - will not be installed |
| ParticipateProductImprovement=<boolean> | Defines if the station will participate in the Product improvement programme. | 1 - participate<br><br>0 - do not participate |
| DataCenterSpec=<string> | Defines the datacenter connection string. | myserver:4158 |
| EnableWinFW | Switches on the Windows Firewall. If AVG Firewall is installed, this parameter will be ignored. | |
| DisableWinFW | Switch off the Windows Firewall. | |
| DontRestart | No restart will be allowed after installation or uninstallation. | |
| Maintenance=<integer> | Launches setup in one of the supported maintenance modes: Uninstall, Add/Remove features or Reinstall/Repair. | 0 - starts Add/Remove feature mode<br><br>1 - starts Repair mode<br><br>2 - starts Uninstall mode |
| DisableScan | Disables all default scan plans after installation. | |
| KillProcessesIfNeeded | Kills processes that prevents installation. | |

Below is the list of available feature (component) values for ***InstallFeatures*** and ***RemoveFeatures*** parameters.

***Note:*** *Whether a feature can be really installed or not depends mostly on its presence in the installation package, also on a license number and in some cases (plug-ins) on other software that must be present on the target PC.*

| Feature name | Feature description |
|---|---|
| fea_FW | AVG Firewall |
| fea_OnlnSc | AVG Online Shield |
| LinkScnFea | AVG LinkScanner |
| fea_SrchSrf__Surf | AVG Surf-Shield |
| fea_SrchSrf__Search | AVG Active Search-Shield |
| fea_AntiRk | AVG Anti-rootkit |
| fea_AlertMg | AVG Alert manager |
| fea_SysTool | AVG System tools |
| fea_Client | AVG Remote Administration library |
| fea_SetMgr | AVG Settings Manager |
| LanguagesFea | All languages (or languages allowed for the product) |
| EmailPluginsFea | AVG e-mail plug-ins |
| fea_Emails__Bat | AVG E-mail plug-in for TheBat! |
| fea_Emails__Outlook | AVG E-mail plug-in for Microsoft Outlook |
| fea_Emails__Thunder | AVG E-mail plug-in for Mozilla Thunderbird |
| fea_Emails__EMC | AVG E-mail scanner |
| fea_AntiSpm | AVG Anti-spam |
| fea_Office | Plug-in for MS Office 2000 - 2007 |

| | |
|---|---|
| fea_SrvAddl__ExAS | AVG Anti-spam for MS Exchange Server |
| fea_SrvAddl__ExSmtp | Email scanner for MS Exchange Server (SMTP TA) |
| fea_SrvAddl__ExRte | Email scanner for MS Exchange Server (Routing TA) |
| fea_SrvAddl__ExVS | Email scanner for MS Exchange Server (VSAPI) |
| fea_SrvAddl__Shrp | File scanner for MS Sharepoint Server |

Below is the list of language codes for the ***SelectedLanguage*** parameter.

| | |
|---|---|
| 1029 | Czech |
| 1036 | French |
| 1031 | German |
| 1038 | Hungarian |
| 1040 | Italian |
| 1041 | Japanese |
| 1043 | Dutch |
| 1046 | Brazilian Portuguese |
| 2070 | Portuguese (Portugal) |
| 1045 | Polish |
| 2074 | Serbian |
| 1051 | Slovak |
| 1034 | Spanish |
| 1030 | Danish |

| | |
|---|---|
| 1033 | English (US) |
| 1049 | Russian |
| 1042 | Korean |
| 1057 | Bahasa (Indonesian) |
| 16393 | English (Indian) |
| 1086 | Malay |
| 1055 | Turkish |
| 3076 | Chinese (Simplified) |
| 2052 | Chinese (Traditional) |

# 12. AVG DataCenter

The AVG DataCenter consists of a database, and **AVG Admin Server**. The **AVG Admin Server** performs the role of a mediator between the AVG DataCenter and AVG stations. The AVG Admin Console uses the AVG Admin Server to approach the AVG DataCenter database, and to centrally define settings for stations and system parameters. AVG stations approach the AVG Admin Server to read the setup parameters; and to save their currently defined setting and scan results into the AVG DataCenter.

The communication with stations is possible only if the ***Remote Administration*** component is properly installed on all stations, and connected to the AVG DataCenter.

The AVG DataCenter contains an implemented SQL database, or it can be attached to a separate database server running either on the same or another computer within the local network.

***Attention:*** *Particular database engines can serve only a limited number of connected computers. More information on this topic can be found in the DataCenter role chapter.*

## 12.1. Maintenance

After a considerable period of AVG Anti-Virus Business Edition 2011 use (i.e. AVG Admin Console use), some inconsistencies or duplication in the AVG DataCenter may appear. Such a situation puts increasing demands on the network load, and the maintenance options are aggravated. For easy AVG DataCenter maintenance we have prepared several scripts that will help you perform the frequently required maintenance operations. During maintenance (when a script is active) the AVG DataCenter is locked, and users cannot access it.

The maintenance scripts are available from the AVG Admin Console, menu ***Tools/Database Maintenance***.

## 12.2. Password protection

You can password protect access to the AVG Datacenter database and to the AVG Admin Server.

- ***Access to the AVG DataCenter database***

  The username and password for the database access is mandatory and it can be changed within the AVG Admin Server Settings, ***DataCenter*** tab, ***Database Access*** section.

  ***Note:*** *The login details for the internal Firebird database are predefined and cannot be changed.*

- ***Access to the AVG Admin Server***

  Optionally you can also set username and password to access AVG Admin Server. To do so navigate to the AVG Admin Server Settings, ***General*** tab, ***Server Access*** section.

  This username and password apply for connecting stations to the AVG DataCenter. These values must be correctly filled when connecting stations to the AVG DataCenter (either via the

AVG Network Installer Wizard or manually).

If you require more people to access AVG Admin Console and administer stations/settings on a different level, you can also create various user accounts with miscellaneous access rights.

To manage access to the AVG DataCenter via AVG Admin Console, navigate to the ***DataCenter*** upper menu and select ***AVG DataCenter settings*** item. More information on this topic is available in the ***How to.../How to manage access rights*** chapter.

## 12.3. Converting the AVG DataCenter to a Different Database

The AVG Admin Server Deployment Wizard is able to automatically convert any existing AVG DataCenter to a different database format.

It is also possible to convert the AVG DataCenter from one AVG DataCenter to another using the Export/Import functions. From within the AVG Admin Console it is possible to export the AVG DataCenter to a portable text format (menu ***DataCenter/Database Export***) and import the data during the AVG Admin Deployment Wizard.

More information about the wizard can be found in the AVG Admin Deployment Wizard chapter.

## 12.4. Web Interface

The AVG Admin Server offers a web interface with overview of its status, roles details and other information.

You can access the status pages by entering the connection string into your favorite internet browser:

http://localhost:4158/

Where ***localhost*** represents your AVG Admin server address and ***4158*** is a default port number.

Except basic information, DataCenter and UpdateProxy roles overview, there are the following buttons available:

- ***List of all stations*** - lists all stations currently held in DataCenter.
- ***List of non-compliant stations*** - lists all stations that are currently in an error state.
- ***List of served stations*** - this option will be available only if there is UpdateProxy role installed. Use this button to list stations that are receiving updates from this server.

# 13. Updates

## 13.1. General Information

AVG offers two update levels to select from:

- ***Definitions update*** contains changes necessary for reliable anti-virus, anti-spam and anti-malware protection. Typically, it does not include any changes to the code and updates only the definition database. This update should be applied as soon as it is available.

- ***Program update*** contains various program changes, fixes and improvements.

When scheduling an update, it is possible to select which priority level should be downloaded and applied.

You can distinguish between two types of update:

- ***On demand update*** is an immediate AVG update that can be performed any time the need arises.

- ***Scheduled update*** - within AVG it is also possible to pre-set an update plan. The planned update is then performed periodically according to the setup configuration. Whenever new update files are present on the specified location, they are downloaded either directly from the Internet, or from the network directory. When no newer updates are available, nothing happens.

***Note:*** *If a time coincidence of a scheduled program update and scheduled scan occurs, the update process is of higher priority and the scan will get interrupted.*

## 13.2. Update within the Local Network

AVG stations can perform an update directly from the AVG Technologies web servers. Also, it is possible to download the update file onto a LAN server, and configure the AVG stations for local update.

For smaller networks (20-25 stations typically) it is recommended to update directly from the internet. AVG update files are designed so that always the smallest available required files are downloaded.

If the network consists of more than 50 stations, it is better to maintain mirroring of all the available update files within the local network. All the update files (that could be used for all the previous AVG versions update) must be downloaded this way to allow AVG stations to use the current file to perform the program/virus database update.

Generally, there are two options of update files local mirroring. The recommended option is using the UpdateProxy role, that can be deployed also on multiple servers. See the ***Deploying multiple UpdateProxy roles*** chapter for more information.

By using this, the AVG Admin Server is able to automatically download all necessary update files.

AVG stations then search for the update files on the computer with the AVG Admin Server running. This option is considered the preferred way of update file distribution within the local network.

However, it is possible to use any other web server for this kind of update. The server only has to share one isolated folder accessible by AVG stations. When you are using Microsoft Information Server, for example, the root of all the accessible folders is usually C:\InetPub\wwwroot. Supposing C:\InetPub\wwwroot\avgupdate folder, which is accessible by web interface, is present on the web server called localweb. Web (HTTP) clients can access documents and files in this directory by the URL http://localweb/avgupdate. Following these steps, AVG stations will use the same URL http://localweb/avgupdate for updates.

Update files for distribution can be downloaded from the http://www.avg.com/ww-en website, section ***Support Center/Downloads***.

# 14. AVG Admin Server 2011 for Linux

*AVG Admin Server 2011 for Linux* is designed for administration of AVG DataCenter using the HTTP communication protocol for connection between the AVG stations and DataCenter. A Firebird server is used for accessing the DataCenter database.

AVG Proxy server is also a part of the AVG Admin Server and serves for mirroring update files that can be accessed via the HTTP protocol.

This chapter includes the following topics:

- ***Installation***
- ***Description of start-up parameters***
- ***Configuration***

News and changes related to the application can be found in the *Changelog* file.

The AVG Proxy server feature is included in the *AVG Admin Server 2011 for Linux*. There are several options available in the configuration file that can be used to customize settings. For more information see the manual page of *avgadmsrv.conf,* check each option's description in the configuration file or visit the Configuration chapter below.

If you require more information about the Firebird database engine, please refer to the following website:

http://www.firebirdsql.org

## 14.1. Installation

This chapter describes AVG Admin Server 2011 for Linux installation.

The following libraries are required for successful installation:

- ***libgds.so***
- ***libstdc++.so.6***
- ***libgcc_s.so.1***
- ***libc.so.6***

AVG Admin Server 2011 for Linux is compatible with the following Firebird servers:

- ***Firebird Super Server 2.1 (Recommended) or higher***
- ***Firebird Classic Server 2.1 or higher***

### 14.1.1. Firebird Installation

***Note:*** *If you have one of the supported Firebird servers already installed, please skip to the* ***AVG Admin Server 2011 for Linux Installation*** *section.*

Please download and install one of the supported Firebird servers. On some distributions, the Firebird server is already included and can be easily installed. For example on Debian/Ubuntu:

*# apt-get install firebird2.1-super*

*# dpkg-reconfigure firebird2.1-super*

In other cases you can simply download the installation package and install it manually. The file can be found at the URL below:

http://www.firebirdsql.org/index.php?op=files

### 14.1.2. Database Setup

If you have an existing DataCenter database, please copy it to the following (default) location:

*/opt/avg/avgadmsrv/var/db*

and rename as ***avgdb.fdb***.

***Note:*** *You may want to check the access rights of the* ***avgdb.fdb*** *file prior to AVG Admin Server 2011 for Linux startup. The Firebird server must have the read/write access to the* ***avgdb.fdb*** *database.*

If you are installing AVG Admin Server 2011 for Linux for the first time and you do not have any DataCenter database file created yet, the AVG Admin Server 2011 for Linux install script will install an empty DataCenter database for you.

If you want to create a special Firebird user account for AVG DataCenter database, use the following commands:

# /opt/firebird/bin/gsec -user SYSDBA -password masterkey -add <user> -pw <password>

# /opt/firebird/bin/gsec -user SYSDBA -password masterkey -display

You will be asked for this username and password later on during AVG Admin Server installation process.

### 14.1.3. AVG Admin Server 2011 for Linux Installation

Download the latest installation package of AVG Admin Server 2011 for Linux (*avgadmsrv2011-rxxxx.i386.tar.gz*) from the following URL:

http://www.avg.com/ww-en/download

***Note:*** *You do not need to uninstall the existing version of AVG Admin server (8.0 and higher). You will be asked to keep or replace the old database and configuration file during installation. It is*

*recommended to backup these first.*

To install AVG Admin Server 2011 for Linux, follow these instructions:

1. ***Unpack the installation file:***

   $ tar -xvzf avgadmsrv2011-rxxxx.i386.tar.gz

2. ***Switch to the avgadmsrv directory***

   $ cd avgadmsrv2011-rxxxx.i386

3. ***Launch the interactive installation script as the root user:***

   # ./install.sh

   ***Note:*** *If you are upgrading your installation, you need to stop the avgadmsrvd service first:*

   */etc/init.d/avgadmsrvd stop*

4. ***Confirm License Agreement***

   Please read the License Agreement. If you agree to the terms displayed, use ***q*** to close the screen and type ***yes*** to continue.

5. ***Confirm Group Name***

   Press enter to use default group name (avg) in which the AVG Admin Server will be installed or specify a custom one.

6. ***Confirm Username***

   Press enter to use the default username (avg) under which the AVG Admin Server will be run or type in a custom one.

   ***Note:*** *AVG Admin Server does not require root privileges to run properly. It is recommended to run AVG Admin Server under non-privileged user account.*

7. ***Firebird Server Database Installation***

   The installation script will try to create a Firebird Database, so unless you plan to create it later yourself or you have an existing one, you should make sure that the Firebird engine is installed and its service is running.

   You will be prompted to enter an username, under which the Firebird Server is running (default is ***firebird***) and database owner (default is ***SYSDBA***)with password (default is ***masterkey***, but we strongly recommend to use a custom one).

8. ***Start AVG Admin Server***

   Use the following command to start the AVG Admin Server:

# /etc/init.d/avgadmsrvd start

### 14.1.4. Manual Database Upgrade

We recommend using the interactive installation script for upgrading your AVG Datacenter database. If you decide to upgrade it manually, follow these steps:

1. ***Database Copy***

   Copy your old database to the ***/opt/avg/avgadmsrv/var/db*** directory as ***avgdb.fdb***.

2. ***Stop the AVG Admin Server***

   *# /etc/init.d/avgadmsrvd stop*

3. ***Upgrade database***

   *$ avgadmsrv --upgradeDB*

4. ***Check the database version to make sure the upgrade was successful***

   *$ avgadmsrv --versionDB*

5. ***Start the AVG Admin Server again***

   *# /etc/init.d/avgadmsrvd start*

### 14.1.5. License

Without registration with a valid license number you will not be able to connect to DataCenter or perform updates over the HTTP protocol using AVG Admin Server 2011 for Linux in your local network.

If you want to use this feature, please register this product with a valid license number for AVG Anti-Virus Business Edition 2011. To register, use the following command (replace the sample license number with a real one):

*# avgadmsrv --register 9ISMB-AX9VD-PXC4X-4X4D4-ABSRV-ZUMMY-1PLN*

To obtain the license number contact either your AVG reseller or visit http://www.avg.com/ww-en.

### 14.1.6. AVG Admin Server 2011 for Linux Configuration

If you require to change some default settings, you can do so in the configuration file. You can open the configuration file *avgadmsrv.conf* from the following location:

*/opt/avg/avgadmsrv/etc/avgadmsrv.conf*

You should restart the AVG Admin Server after each change. To restart the server use the following command:

*# /etc/init.d/avgadmsrvd restart*

You can find detailed configuration description in the ***Configuration*** chapter below.

### 14.1.7. Installation Verification

To test the installation try connecting to your AVG Admin Server 2011 for Linux from AVG stations or from the AVG Admin Console. Use the connection string in the following format:

*http://host[:port]*

### 14.1.8. Installation Troubleshooting

If you experience any troubles running AVG Admin Server 2011 for Linux, review the ***faq*** file located in the installation package. Check the log files of the server application and also the Firebird server log file for error messages. AVG Admin Server 2011 for Linux Log files are stored in the following directory:

*/opt/avg/avgadmsrv/var/log*

If necessary, please review the installation instructions and the related documentation for your Firebird server at the following URL: http://www.firebirdsql.org.

For more information about AVG Anti-Virus Business Edition 2011 please refer to the detailed documentation available at the following website http://www.avg.com/ww-en/download-documentation .

## 14.2. Start-up Parameters

The AVG Admin Server 2011 for Linux is designed for operation of the AVG DataCenter using the HTTP communication protocol for connection between AVG stations and the DataCenter. The DataCenter computer (server) should be available for individual stations via the HTTP protocol in order to work properly.

The AVG Admin Server 2011 for Linux is running as a daemon and by default it is listening on port 4158 for incoming connections. To start/stop the server, please use the ***avgadmsrvd*** initial script. The main configuration for the server is stored in ***/opt/avg/avgadmsrv/etc/avgadmsrv.conf***. If this file is missing, the server will use default values or values entered via command line.

The syntax for AVG Admin Server 2011 for Linux (avgadmsrv) is as follows:

***avgadmsrv [-c** file **][-p** number **][-d** file **][-r** license **]***

***avgadmsrv -v | -h | -l***

The startup parameters are:

- ***-c, --config file***

  Use other then default configuration file. Default configuration file is *avgadmsrv.conf* stored by default in the following directory:

  */opt/avg/avgadmsrv/etc*

- ***-p, --port number***

  Port number where AVG Admin Server 2011 for Linux listens for connection. The default value is 4158.

- ***-d, --dbase file***

  Specification of the path to the DataCenter database. The default value is:

  /var/opt/avg/datacenter/avgdb.fdb

- ***-r, --register license***

  Register the product with a license number.

- ***-l, --license***

  Display information about license.

- ***-v, --version***

  Display version of AVG Admin Server 2011 for Linux.

- ***-h, --help***

  Display command line help for AVG Admin Server 2011 for Linux.

- ***-D, --daemonize***

  Run AVG Admin Server 2011 for Linux in background as Unix daemon.

- ***-P, --make-pidfile FILE***

  Write Admin process ID into the specified file.

AVG Admin Server 2011 for Linux database related parameters:

- ***--versionDB***

  Display the current database version.

- ***--sqlScriptsPath DIR***

  A path to the directory with SQL scripts to be used with the parameters below. The default path is:

  /opt/avg/avgadmsrv/var/db/scripts/

- ***--exportDB DIR***

  Export database to the specified directory.

- ***--importDB DIR***

  Import database from the specified directory.

- ***--createDB***

  Create a new database.

- ***--upgradeDB***

  Upgrade the database to the most current version.

- ***--executeSQLscript FILE***

  Execute specified SQL script on the database.

## 14.3. Configuration

The configuration of the AVG Admin Server 2011 for Linux is stored in the ***avgadmsrv.conf*** file in the */opt/avg/avgadmsrv/etc* directory. The automatic setup works with the DataCenter saved in the ***avgdb.fdb*** file in the */opt/avg/avgadmsrv/var/db* directory. Port 4158 is used for connection with AVG stations and the server accepts connections on all installed network adapters.

The ***avgadmsrv.conf*** file is in plain text format. Each parameter is on a separate line, empty lines and lines starting with # (hash mark) are ignored.

The options are as follows:

- ***Port***

  Specifies the port that the server will use for incoming connections. If the UpdateProxy role is enabled, this port will be used also for providing updates. The default value is 4158.

- ***LocalAddr***

  Specifies a local address that the server will use for incoming connections. The default value is empty, meaning any local address can be used. If the specified name resolves to more than one address then first available address is used (the server tries all of them).

- ***EnableDataCenter***

  Specifies whether the Datacenter role is enabled or not. Set this parameter to 1 in order to enable the DataCenter role. Set this parameter to 0 to disable it (default).

- ***DatabaseType***

  Specifies the database type. Currently the only option is: ***Firebird***.

- ***ConnectionString***

  Full path to the database file. Default value is ***avgdb.fdb*** - i.e. the database file stored by

default in the */opt/avg/avgadmsrv/var/db* directory. The remote Firebird Server and database file can be specified with the following string: *[remote_host:]database_path*

- ***MasterDatacenter***

  Connection string (*http://user:password@server:port*) to the master Datacenter. Specify this only if you use multiple Datacenters.

- ***Username, Password***

  Username and password that the stations will have to use in order to access DataCenter. If these values are empty, authentication is not required. If the values are set, stations are obliged to use them. No authentication is required by default, but we recommend to use the password protection.

- ***DBAUsername, DBAPassword***

  Username and password for accessing the database. The default values for Firebird server are as follows:

  DBAUserName=SYSDBA

  DBAPassword=masterkey

- ***EnableUpdateProxy***

  Specifies whether the UpdateProxy role is enabled or not. Set this parameter to 1 in order to enable the UpdateProxy role. Set this parameter to 0 to disable it (default).

- ***LocalHttpServerRoot***

  Directory where AVG Admin Server stores downloaded update files for stations. For example: */opt/avg/avgadmsrv/var/update*. By default, this function is disabled.

- ***HttpServerRoot***

  The URI (address part) used in the update URL to access updates from AVG Admin Server. The default value is /avgupdate - update URL is then ***http://<server name>:4158/avgupdate***

  HttpServerRoot=/avgupdate

- ***HttpLogPath***

  By default the server does not log HTTP requests. If this option is used then all HTTP requests are logged in the "Apache Server Combined log file format" into the specified file.

- ***UpdateURL***

  List of update URLs which the server should use to download update files. URLs are separated by semicolon and the '+' prefix indicates an enabled URL.

The Default value is:

+http://update.avg.com/softw/90/update;+http://backup.avg.cz/softw/90/update

- ***Proxy***

  Specified proxy server is used for downloading update files. The acceptable form is:

  *http://user:password@server:port*

- ***ProxyAuthType***

  Specifies proxy authorization type. Supported values are ***Any*** (default), ***Basic*** and ***NTLM***.

The following options specifies e-mail settings used for e-mail notifications.

***EmailFrom*** - The sender's e-mail address.

***EmailTo*** - The recipient's e-mail address.

***EmailCc*** - carbon copy; another e-mail recipient (visible in the message header).

***EmailBcc*** - blind carbon copy; another e-mail recipient (will not be visible in the message header).

***EmailReplyTo*** - the e-mail address that should be used for replying.

***EmailSubject*** - custom e-mail subject.

***EmailSmtpServer*** - SMTP server address (server for sending e-mail messages).

***EmailSmtpPort*** - port of the SMTP server. The default value is 25.

***SmtpUsername*** - if the SMTP server is protected, specify the username here, otherwise leave empty.

***SmtpPassword*** - if the SMTP server is protected, specify the password here, otherwise leave empty.

- ***UseEncryptedProtocol***

  If set to 1, the communication between stations and AVG Admin Server will be encrypted. The default is 1. Use 0 to disable the feature.

- ***ConnectionCount***

  The number of allowed connections to the database. By default, this function is disabled.

- ***SqlRestartInterval***

  Interval in milliseconds that indicates, how often the AVG Admin Server will try to reopen

connection to the database in case of a failure. The default value is 120000 (2 minutes).

- ***EnabledStatusPage***

  Set this to 1 to enable AVG Admin Server status page. Use 0 to disable the feature.

- ***MaxStationUpdatesPerMinute***

  The maximum number of stations per minute that will be notified about new update files. This option prevents overloading of AVG Admin Server after a new update. Use 0 for no limit. The default value is 15 (15 stations per minute).

- ***MaxConcurrentRequests***

  The maximum number of concurrent requests from stations. This option prevents overloading of AVG Admin Server. The default value is 25 (25 requests at once).

- ***MaxConcurrentDownloads***

  Maximum number of concurrent downloads of update files from the update server (default is 5).

- ***MaxUpdateFilesAge***

  How many days should the downloaded update files for stations stay on the drive before their removal (default is 30).

- ***DatabaseBackupPeriod***

  How often (in hours) should the server backup the database. Set to 0 (zero) to disable regular backing up. (default is 48).

- ***MaxDatabaseBackupAge***

  For how long should the server store the regular database backup (in days). Set to 0 (zero) in order to keep the backups untouched, i.e. forever (the default value is 14).

- ***BackupAlsoScanLogs***

  If set to 1, scan logs in the database will also be backed up during the regular database backup and database export process (not recommended - scan logs may get very big). The default value is 0.

- ***AntispamAllowedDomains***

  List of allowed domains to be accessed by the AVG Admin Server. Only affects AVG Anti-Spam updates. Set to * to allow all domains. Example:

  AntispamAllowedDomains=mailshell.net;avg.com;avg.cz;

- ***AntispamMaxConcurrentRequests***

The maximum number of concurrent Anti-Spam updates. Set to 0 for unlimited count.

- ***AntispamProxy***

  A proxy server used for Anti-Spam updates. Use the following format:

  http://user:password@server:port

  Only valid if normal proxy server is not defined.

- ***EnableAntispamUpdates***

  If set to 1 (default), AVG Admin Server will also provide updates for AVG Anti-Spam.

# 15. FAQ and Technical Support

Should you have any problems with your AVG Anti-Virus Business Edition 2011, either business or technical, please refer to the ***FAQ*** section of the AVG website at http://www.avg.com/ww-en/faq.

If you do not succeed in finding help this way, contact the technical support department by email. Please use the contact form accessible from the system menu via ***Help / Support by e-mail*** in the AVG application.

If you have gone through this documentation and you are still not sure about what level or type of **AVG Anti-Virus Business Edition 2011** functions are best for you, we recommend that you consult the AVG Technologies technical support department: http://www.avg.com/ww-en/support-existing.

To help us find the best solution for AVG implementation on your network, please prepare the following information:

- the size of your network (the file server type, number of network stations)
- operating systems on the stations in the network
- average HW parameters of the station (or rather the minimum parameters)
- LAN or WAN, and the connection quality for WAN
- your demands for AVG Anti-Virus Business Edition 2011 (administrator's requirements, and administration extent)